

Re: Arkansas Application for Renewal of
State Certification of Telecommunications Relay Services (TRS)
CG Docket No. 03-123

DESCRIPTION OF ARKANSAS RELAY SERVICE ("ARS")

The Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation ("ADHITS") was created pursuant to Act 1080 of 1997 (Ark. Code Ann. § 25-29-101, *et seq.* by the Arkansas Legislature. Pursuant to that Act, ADHITS was incorporated as a non-profit corporation on August 12, 1997. The Act vested the responsibility for ARS in ADHITS. Prior to that time, ARS was provided by Arkansas Relay Services, Inc., under the auspices of the Arkansas Public Service Commission.

ADHITS' initial contract for ARS was with MCI, subsequently Southwestern Bell Telephone, and the present service is provided under a contract with Sprint. The Sprint contract will remain in effect until its maturity December 31, 2008. Subsequent to that expiration, ADHITS will submit an RFP to all interested providers for continuation of service.

ADHITS believes that the standards for relay service prescribed by the Federal Communications Commission and contained in 46 C.F.R. § 64-604 and 605, have been met as described herein.

Any correspondence, or approved Order, may be sent to ADHITS, c/o Steve L. Riggs, Dover Dixon Horne PLLC, 425 West Capitol Avenue, Suite 3700, Little Rock, Arkansas 72201, e-mail: sriggs@ddh-ar.com, telephone: (501) 375-9151.

Arkansas FCC Certification Renewal and Supporting Documents

Introduction

The State of Arkansas, with the assistance of Sprint Relay, has prepared this narrative and attached appendices to comply with the FCC TRS Certification Renewal Application, particularly in response to the **FCC Public Notice DA 07-2761, CG Docket No. 03-123** released on June 22, 2007. Included in the Public Notice are the minimum mandatory FCC TRS requirements under 47 C.F.R. **§64.604 and §64.605**. A copy of this Public Notice and these mandatory requirements is attached as Appendix A.

The FCC has requested that each FCC TRS Certification Renewal application responds to the minimum mandatory FCC TRS requirements for providing telecommunication relay services and that each state includes procedures and remedies for enforcing any requirements imposed by state programs. Additionally, the FCC requested that several exhibits such as outreach presentations, promotional items, consumer training materials, and consumer complaint logs be included with the information provided.

The Appendices included with this TRS Certification Renewal Application are as follows:

- A. Copy of the Public Notice DA 07-2761

- B. TRS, CapTel, STS, IP, VRS Training Outlines
- C. TRS, IP, VRS and CapTel Pledge of Confidentiality
- D. E911 Call Procedure
- E. Sprint Carrier of Choice Letter of Invitation
- F. Sprint Outage Prevention Program
- G. Sprint Disaster Recovery Plan
- H. Sprint TRS Standard Features Matrix
- I. Sprint Policy on 10 and 15 minute Rule
- J. FCC TRS Mandatory Minimum Standards & Compliance Matrix
- K. FCC CapTel Mandatory Minimum Standards & Compliance Matrix
- L. Sprint's Report to the FCC on VRS and IP Waivers
- M. Sprint Relay Fact Sheet
- N. Sprint's TSP Press Release
- O. Copy of TRS Information in Telephone Directories
- P. Copy of Telephone Bill Inserts
- Q. Copies of Relay Newsletters
- R. Copy of Annual Report or Other
- S. Copy of Relay Brochures or Other Advertisements
- T. State legislation or Other establishing TRS program in the State
- U. Copies of Complaint Logs from 2002-2007
- V. Copy of TRS RFP
- W. Copy of Phone Bill with Surcharge Rate or Legislative Order

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Operational Standards

A.1 Communication Assistants (CAs)

§64.604 (a)(1) (i) TRS Providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communication needs of individuals with hearing and speech disabilities

CA Employment Standards

Sprint has established a successful procedure to attract qualified applicants for TRS CA positions. The first step in the CA's hiring practice is a validated test that screens for typing, language skills, and other skills related to the CA position. When an applicant passes the test, a Human Resources representative screens the applicant over the phone or in person, for oral communication skills and work availability. If the applicant passes this step, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of a CA. If the supervisor recommends the applicant for employment, the applicant undergoes a drug screen and security/reference check. This process ensures that only qualified applicants are hired to work at a relay center.

Sprint IP (Internet Relay) CAs follow the same employment and training standards as TRS CAs. In addition, Sprint provides an enhanced VCO service called Captioned Telephone (*CapTel*) Services. Sprint requires that all *CapTel* CAs have a high school graduate equivalency as a minimum qualification for the job.

All Sprint Video Relay (VRS) Interpreters are qualified and adhere to the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct. For more information about VRS interpreter qualifications and training expectations, see Appendix B.

§64.604 (a)(1)(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

Communication Assistants Training Program

Sprint trainers use adult learning theories; training is adapted to each participant's learning modality; incorporating lecture, visual graphics, flow charts, videos, role playing, and hands-on-call training, to stimulate the CA's ability to learn.

New hires receive training in Deaf Culture, ASL translation, the needs of non-signing deaf individuals, and sensitivity to the needs of persons with hearing and speech disabilities by a qualified person who, if not deaf or hard of hearing, possesses extensive knowledge in this area. During the CA's initial training, they are trained and evaluated on how to accurately reflect the TTY user's communication and on the CA's role in the relay process. CAs' performance based skills such as grammar, spelling and oral communication abilities are evaluated. Sprint works closely with local deaf and hard of hearing communities to identify knowledgeable presenters to assist with the training. Sprint utilizes videos, role-playing, group activities and discussion groups to educate employees on the different needs of their customers to ensure sensitivity towards customers.

Additionally, applicants are given written and hands-on evaluations to demonstrate their ability to spell and type accurately, process a call using live training terminals, and role-play in varying levels of ASL. CAs also receive extensive training on how to improve their interpersonal skills so that they can work effectively with difficult and stressful situations that may arise during their employment. These training mandates and skill expectations also apply to Sprint IP CAs and VRS interpreters where appropriate. Please review the Sprint TRS, Speech to Speech (STS), CapTel and Video Relay Service (VRS) Training outlines in Appendix B.

A team of ASL-Fluent Sprint employees developed the ASL Training workbooks that are utilized by CAs for ongoing training. These workbooks have been designed to provide supplemental training and to assist CAs toward the mastery of ASL translation on relay calls.

Captioning Assistants Training Program

CapTel CA training includes comprehensive training on the *CapTel* Service Workstation equipment and other instruction including some live call handling experience. All prospective CAs are required to meet all of the CTI standards for becoming a production CA. These standards include the ability to consistently meet call handling skills such as WPM averages, accuracy averages as well as attendance and attitude standards as set by *CapTel* management. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, they may be removed from the training group and terminated from employment. See Appendix A

All *CapTel* CAs are tested for competency in typing, grammar, and spelling to ensure skills meet the FCC Guidelines. *CapTel* CA training provides familiarity with hearing, deaf, and Speech-Disabled cultures. A captioned telephone user does not type while making a call, therefore there is never an opportunity for the CA to have to interpret typewritten ASL.

CapTel CAs must follow certain guidelines while supporting calls. Below is a list of these guidelines.

- .1 The CA shall be trained to caption the words spoken by the hearing party as accurately as reasonably possible, without intervening in the communications. The CA is permitted to provide background noise identification.
- .2 The CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential.
- .3 The CA shall be required to meet the FCC standards for TRS minimum transcription speed.
- .4 The CA shall not limit the length of a call and shall stay with the call for a minimum of ten minutes when answering and placing a call.
- .5 The CA shall pass along a *CapTel* caller's Automatic Number Identification (ANI) to the local Public Service Answering Point (PSAP) if the caller disconnects before being connected to emergency services.

- .6 Personnel supporting *CapTel* will have the requisite experience, expertise, skills, knowledge and training and education to perform *CapTel* Services in a professional manner.

Please review the Sprint TRS, STS, *CapTel* and Video Relay Service (VRS) Training outlines in Appendix B for more information on CA training requirements.

CA Quality Assurance Programs

Monthly Surveys

Sprint Relay conducts monthly surveys and formal reviews to monitor and evaluate the continuing training for Sprint Relay TRS CAs as well as Sprint IP CAs. The survey process used is a product of a task force comprised of management staff. It evaluates all areas of work performance, personal effectiveness and attendance. The survey process goals are to respond to customer feedback and provide the CA with clearly defined and objective performance measures. Two surveys are completed on each CA every month and include areas such as Typing Accuracy, Spelling, Conversational English/ASL Translation, Clarity / Enunciation, Caller Control, and Etiquette/Composure.

Quality Assurance Test Calls

To ensure that all CAs are focused on FCC requirements and state contractual commitments, Sprint centers and or an independent third party quality testing firm has been retained by Sprint to perform a total of 700 test calls. Results are provided on a quarterly basis. Feedback and appropriate guiding performance measures for specific components are addressed with each CA.

Sprint Relay also conducts test calls to ensure *CapTel* quality at least once a quarter, but often conducts monthly tests of 100 test calls on *CapTel*.

Relay Program Management and Trainer Test Calls

Additionally, the Operations department and members of the Relay Program Management Team identify areas of concern based on customer feedback, state feedback, individual survey results and customer contacts. Approximately 300 test calls per month are conducted focusing on the identified monthly call-processing topic. Results are compiled and shared with Operations' management. Based on the results, the trainers and management determine if refresher training is required and what method will be used for delivery.

Sprint Relay and the Relay Program Management team also perform test calls for *CapTel* CAs.

§64.604 (a)(1)(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

Transmission of 60 WPM

All Sprint Relay CAs type a minimum of 60 words per minute (WPM). Sprint Relay utilizes an oral-to-type test that simulates actual working conditions. CAs are tested on an ongoing basis to ensure that a 60

WPM performance requirement is maintained. During this test, Sprint Relay does not use technology-aided transmission to ensure the typing speed. The scores for each CA are the actual words per minute that are typed. The most recent test results are an overall 82.5 WPM with 97% accuracy for all call centers. This applies to Sprint IP and IP wireless relay CAs as well.

Sprint Relay utilizes technological aides during relaying such as pre-programmed macros and auto-correcting software, along with the CA's natural skill, to provide optimal service.

CapTel's voice recognition technology transmits above 100 WPM. While oral to type tests are waived as a result of this technology, oral to text tests are given to all CapTel CAs.

§64.604 (a)(1)(iv) TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

Qualified VRS interpreters

All Sprint Video Relay (VRS) Interpreters are qualified and adhere to the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct. For more information about VRS interpreter qualifications and training expectations, see Appendix B.

§64.604 (a)(1) (v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

In-Call Replacement of CAs

Sprint Relay requires all CAs, including Sprint IP and IP Wireless CAs, and VRS Interpreters, also known as Video Interpreters (VIs), to stay on the call for a minimum of 10 minutes, with the exception of Speech to Speech (STS) CAs, who must stay on the call for a minimum of 15 minutes. This is included in the CA training matrix under Appendix B, Module 4I, and the Video Relay Service Training Outline and Qualifications. CapTel CAs also stay on all calls for a minimum of 10 minutes.

§64.604 (a)(1)(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

When a Sprint relay user requests a CA of the opposite gender of the CA who initially receives the call, the relay user is switched to an appropriate CA as soon as one becomes available. If a change of CA is necessary during the call, every attempt will be made to accommodate the previous gender request. When a Sprint VRS and Sprint IP or IP Wireless user requests a specific gender, every attempt will be made to honor the request. If a change of VIs is necessary during the call, every attempt will be made to accommodate the previous gender request.

CapTel CAs are waived from this requirement. See Appendix K, FCC CapTel Mandatory Minimum Standards & Compliance Matrix.

§64.604(a)(1)(vii) TRS shall transmit conversations between TTY and voice callers in real time.

Sprint CAs transmit and relay all conversations between the caller and the called parties in real time.

CapTel is a transparent service. CAs transmit audio and captioned text conversations from the voice caller to the *CapTel* user in real time. Since the *CapTel* user utilizes their own voice to transmit, no transmission occurs from the CA to the voice caller.

A.2 Confidentiality and Conversation Context

§64.604 (2)(i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

Confidentiality Policies and Procedures

Sprint Relay believes that measures to ensure confidentiality are crucial to the success of TRS, Sprint IP/IP Wireless and VRS operations and has implemented procedural and environmental measures to safeguard customer and call information.

In accordance with the FCC regulations, all information provided for the call set-up, including customer database records remain confidential and cannot be used for any other purpose. Once the inbound party disconnects, CAs and Video Interpreters (VIs) lose the ability to view or access any information pertaining to that call. No written or taped information regarding the call is kept once the call is released from the Relay position. Billing information is transferred to billing files after the call has been terminated and is no longer available except for billing purposes.

The only exception to this policy relates to STS calls. Sprint STS Relay Agents may retain information from one inbound call for use in a subsequent outbound call, with the caller's permission. Such information will only be retained for the duration of the inbound call.

Sprint Relay's confidentiality expectations are strictly enforced and employees are expected to comply with this policy during and after their period of employment. Sprint strictly enforces confidentiality policies in the Center, which include the following:

- Prospective CAs and VIs undergo a thorough background investigation and screening.
- During initial training, CAs and VIs are presented with examples of potential breaches of confidentiality.

- Stress can be a factor in maintaining confidentiality. CAs and VIs receive training on healthy detachment.
- Breach of confidentiality will result in disciplinary action up to and including termination of employment.
- CAs perform their work in cubicles that are bordered by high sound-absorption acoustic tiles and wear special noise reducing headsets.
- All Sprint Relay Centers have security key access.
- Visitors are not allowed in Relay work areas.
- Supervisors are present in the work area to observe behavior.
- All Relay Center personnel are required to sign and abide by the Sprint Relay Center's Agreement Regarding Confidential Customer Information.
- All employees attend annual confidentiality meetings wherein the confidentiality agreement is reviewed and re-signed.

Sprint Relay Center's Agreement Regarding Confidential Customer Information requires CAs and VIs to:

- Keep all call information confidential.
- Not edit or omit any content from the conversation.
- Not add or interject anything into the content or spirit of the conversation.
- Assure maximum user control.
- Continuously improve their skills.

Please refer to Appendix C for the TRS Pledge of Confidentiality. This document is similar to what is used for Sprint VRS interpreters and IP/IP Wireless CAs.

CapTel Captioners must comply with the same rules that TRS follows regarding confidentiality. The *CapTel* confidentiality form is similar to TRS. Below is an explanation of confidentiality as it pertains to *CapTel* Captioners. A copy of the *CapTel* confidentiality form signed by *CapTel* CAs can be found under Appendix C.

Information obtained during a *CapTel* call should not be shared with any person except a member of the *CapTel* management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer, or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, *CapTel* in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

A Captionist may have problems, complaints or stress from handling the call. The Captionist may ask to speak to a supervisor or other member of management (as long as it wasn't their call) in a private area.

The success of *CapTel* depends on quality and complete confidentiality. Since consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest

confidence, all Captionists understand and abide by the confidentiality policy. Any Captionist who breaks this policy will be disciplined, up to and including termination.

STS Limited Exception of Retention of Information

At the request of a caller, Sprint Speech-to-Speech (STS) CAs will retain information from a call in order to facilitate the completion of consecutive calls. No information is kept after the inbound call is released from the CA position.

§64.604 (2)(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

Verbatim Relay and the Translation of ASL

Sprint Relay CAs type to the TTY user or verbalize to the non-TTY user exactly what is said, verbatim, when the call is first answered, and at all times during the conversation, unless either relay user specifically requests summarization or ASL interpretation.

At the request of the relay user, Sprint Relay CAs will translate written ASL into conversational English. All Sprint Relay CAs are able to translate the typed languages of relay users whose primary language may be ASL or whose written English language skills are limited to conversational grammatically correct English. Training is provided on various levels of English/ASL during the initial training, as well as throughout a CAs' employment. In order to finish training successfully, the CA must demonstrate competent skills to translate the calls as requested.

Sprint VRS interpreters, Sprint IP/IP Wireless CAs and *CapTel* CAs are prohibited from intentionally altering a relayed conversation and will relay all conversation verbatim.

STS Facilitation of Communication

Sprint Relay STS CAs receive training on how to facilitate STS communication without interfering with the independence of the user. STS CAs are evaluated monthly on their ability to facilitate the call without altering content of the conversation or compromising the user's control. Sprint Relay users have full control of all of their relay calls.

A.3 Types of Calls

§64.604 (3) (i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.

Sprint Relay Services

Sprint Relay provides 24 hour, 7 day-a-week Telecommunication Relay Service (TRS) for standard (voice), Text Telephone (TTY), wireless, or personal computers (PC) users to place local, intrastate, interstate, and international calls. Sprint Relay also processes calls to directory assistance and to toll free numbers. There are no restrictions on the duration or number of calls placed by any relay user. All relay users accessing Sprint Relay retain full control of the length and number of calls placed anytime through relay. Sprint IP/IP Wireless CAs and VRS interpreters are also prohibited from refusing single or sequential calls or limiting the length of calls using relay services.

CapTel CAs are currently waived for outbound calls because the *CapTel* CA is not involved in the call set up and cannot refuse the call *CapTel* users dial sequential calls directly, therefore it is not possible for a *CapTel* CA to refuse sequential calls or limit length of calls.

CapTel CAs are not waived by the FCC for inbound calls to a *CapTel* user made through a TRS facility. However, if a call is made directly to the captioned telephone access number no set up is involved and the *CapTel* CA cannot refuse to call. Please see Appendix K for more information on these waivers.

§64.604 (3)(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call. (iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied. (iv) Relay services shall be capable of handling pay-per-call calls.

Sprint Relay works in conjunction with the Local Exchange Enhanced Services to provide additional functionality for users of TRS. Sprint processes collect and person-to-person calls and calls charged to a third-party as well as calls billed to prepaid and non-proprietary calling cards offered by the local or any other interexchange carrier. Sprint Relay will also process calls to or from restricted lines e.g. hotel rooms and pay telephones.

When a TRS or *CapTel* call is placed through Sprint Relay, the user will be billed in the same manner that a non-relay user would be billed. The relay user will only be billed for conversation time, (which does not include call setup time, time in between calls and wrap-up time) on toll calls. Billing will occur within 60 days of the call date. Sprint gives users the option of billing their calls to a non-proprietary LEC (local) or IXC (long distance) calling cards. Sprint will process calling cards offered by the user's carrier of choice if the carrier is a participant of Sprint's Carrier of Choice (COC) program and as long as Feature Group D is at the Carrier's access tandem. Sprint works with the LECs and IXCs to compile and make available to all TTY or *CapTel* users a list of acceptable calling cards. The user's carrier of choice is responsible for providing call types and available billing options, and will also handle the rating and invoicing of toll calls

placed through the relay. Sprint was the first provider to process pay-per-calls, beginning with the state of Texas in 1996.

Sprint VRS, Sprint IP and IP Wireless are waived from these requirements. Please refer to the Sprint VRS and IP Report to the FCC, Appendix L.

§64.604 (3)(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

Sprint Relay provides access to all available relay call types. A complete list of all call types proved by Sprint may be found in Appendix I Sprint Standard Features Matrix. Most call types are waived by the FCC for IP and VRS users. Please refer to the Sprint VRS and IP Report to the FCC, Appendix L.

Except where waived by the FCC, *CapTel* users are able to access all types of TRS calls. The requirement to provide 711 dialing is waived for outbound calls made from a *CapTel* phone. STS and HCO calls are also waived.

§64.604(3)(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

Call Release Functionality

TTY to TTY Call Release Functionality allows the CA to connect two TTY users and then drop off the line, leaving the two TTY customers connected. This is especially useful for customers needing to use a pre-paid calling card, reach another TTY user through a switchboard or operator, or when needing to speak with a voice user first. With 2-Line *CapTel* service, a *CapTel* user can release or receive captions at any time during a call.

Frequently Dialed Numbers

Frequently Dialed Numbers, sometimes referred to as Speed Dial Numbers, allow relay users to store up to 10 frequently called numbers in their customer preference database along with a name for each entry. When initiating a call the user can then provide the name to Sprint Relay CAs, instead of the entire 10-digit number. The *CapTel* Consumer Premises Equipment (CPE, or *CapTel* phone) is equipped with the ability to program in 3 speed dial numbers, and a recently dialed number.

Three-Way Calling

Customers who have purchased three-way calling from their LEC can use the feature when placing a call through Relay. This feature allows a customer to add a third party to a TRS call. For example, a TTY caller places a call to the Relay and then bridges another TTY person on his or her line. The original TTY caller then requests to place a call to a voice user. The CA will make the connection and Relay the call

between the voice party and both TTY users. This process would also apply if there were two voice customers and one TTY user on the line.

Sprint *CapTel* users are also able to participate in a three way call. Although the person using the captioned phone is unable to establish the three-way call, the called party will be able to do so by utilizing the telephone switch hook (or "flash") button on his or her CPE. Thus, Sprint *CapTel* meets the requirement for three-way calling for users of One-Line *CapTel*. For Two-Line *CapTel*, either party can initiate a three- way call should the user purchased this as a LEC option. Sprint *CapTel* users are also able to participate in a conference bridge to speak to three or more individuals.

§64.604(3)(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

When a Sprint Relay caller reaches an answering machine, voice mail or interactive menu, the CA informs the relay caller by hitting a macro which reads (ANS MACH) or (RECORDING) to keep the caller informed of the call progress. The CA then, if necessary, presses a hot key to record the voice announcement and relay the message back to the caller. The CA utilizes Sprint's recording technology to obtain all information necessary on the first attempt. The CA relays all of the recorded information to the customer and deletes the recorded message. This technology greatly reduces the CA work time, as the CA does not need to make multiple outdials. In addition, Sprint relay callers are only charged for the first call. Subsequent redials to leave a message or enter information into an interactive menu are not charged to the customers. Sprint has developed a procedure using our Ultra WATS lines to ensure that with additional out-dials the customer does not incur toll charges.

CapTel users are able to hear and interact directly with the recorded message and makes the selections as requested by the interactive menu. The *CapTel* user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The *CapTel* user interacts with the recorded message system directly. This is treated as one call.

Callers to Sprint relay services access 900 services by dialing a free 900 number to access relay. Use of a toll-free 900 number inbound to the relay center provides functionally equivalent access to the telecommunications network while preventing unauthorized end users from circumnavigating the LEC restrictions. This process ensures that the LEC will only complete those calls into the relay service that do not have a 900 number block added to their phone lines. The 900 service provider and the 900 number carrier(s) will rate and bill the user as if the call was dialed directly from the originating user's telephone.

The Arkansas current 900 number is 900-230-3131.

§64.604 (a) (3)(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

Sprint Relay TRS, Sprint IP/IP Wireless and VRS VIs provide both answering machine and voice mail retrieval. Please refer to Appendix I, Standard Call Features Matrix.

Answering Machine

Sprint Relay CAs will inform relay users when reaching an answering machine, voice mail or interactive menu. The CA will hit a "hot key" which reads (ANS MACH) or (RECORDING) to keep the caller informed of the call progress.

When reaching a recorded message, the CA utilizes Sprint's recording technology to obtain all information necessary on the first attempt. The CA can then play back the recording at a pace that allows them to relay the entire message to the caller, after which the recorded message is deleted. This technology greatly reduces the CA's work time and accordingly, time billed to the State.

The CA will type the entire outgoing message verbatim including the option for the Relay User to leave a message, if applicable.

The CA will leave the relay user's message in the appropriate mode of communication. Sprint has the capability to leave messages in both voice, text and touch tones (pagers).

Once the CA has left the message on the answering machine or voice mail, the CA will send a pre-programmed response to the relay caller stating:

(UR MSG LEFT) CA XXXXM/F GA

Subsequent redials to leave a message or enter information into an interactive menu are not charged to the customers. Sprint has developed a procedure using our Ultra WATS lines to ensure that with additional outdials, the customer does not incur toll charges. Customers will only be charged for the first call. CapTel CAs are also equipped with the ability to retrieve messages stored on a local answering machine.

Voicemail Retrieval

Sprint has the capability to retrieve messages from answering machines by placing an outbound call to a remote location or the same location. When a user requests to retrieve messages at the same location, the CA will instruct the user when to take the handset off the hook and when to begin playing back the messages. The CA will retrieve all messages and relay verbatim. The recorded message will be automatically deleted by the system once the relay call is completed. The *CapTel* user both hears and interacts directly with the recorded message and makes the selections as requested by the interactive

menu. The *CapTel* user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The *CapTel* user interacts with the recorded message system directly. This is treated as one call.

A.4 Handling of Emergency Calls

§64.604(a)(4) Handling of emergency calls. Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.

Sprint meets the requirements of emergency calls by immediately routing 911 calls to an appropriate Public Service Answering Point (PSAP) that the caller would have reached by dialing 911 directly, or a PSAP that is capable of dispatching emergency services in an expeditious manner. With one CA keystroke, Sprint's intelligent CA application utilizes the NPA/NXX information of the inbound caller to immediately cross-reference this information to a national database containing the ten-digit emergency number for every PSAP. Within seconds, this number is entered in the dial window and the call is then immediately initiated.

Sprint Relay considers an emergency call to be one in which the user of the Relay Service indicates they need the police, fire department, paramedics or ambulance. Sprint utilizes a standard E911 database that serves all of the United States and has uniform procedures, as noted below, which are followed at every Sprint Relay Center.

- The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, will hit a hot key.
- The CA terminal will post a query containing the caller's ANI to the E911 database.
- The E911 database currently responds with the telephone number of an appropriate PSAP; automatically dials the PSAP number and passes the caller's ANI to the E911 Service Center
- The CA will remain on the line and will verbally pass the caller's ANI to the E911 Service Center Operator.

Relay users will be encouraged to dial 911 as their primary means of contacting Emergency Services. However, if a Relay user makes an emergency call through Relay, the Sprint CA will make every effort to correctly route the call to an appropriate PSAP based on the network and user-provided information. As required by the FCC, CAs will remain on the line and give the Emergency Service Provider the caller's telephone number, even if the caller is no longer on the line.

It is Sprint's opinion that in some emergencies, valuable time could be lost if the TTY call were to be transferred to the PSAP, and the results could be life threatening. Therefore, Sprint will allow direct TTY-to-TTY communication in the following scenarios, if allowed by the FCC:

- At the request of the caller,
- At the request of the PSAP Operator or PSAP Supervisor,
- The CA will remain connected and will silently monitor the call, if,
- The PSAP is not capable of receiving and conversing directly with the caller in the modality of the caller (i.e. if the caller is using a communication modality other than TTY, [i.e., VCO, HCO, STS, ASCII, VRS, or Internet Relay]), or
- The CA is having technical trouble transferring the call to the PSAP (i.e., the caller is disconnected from the PSAP; the PSAP cannot establish a TTY connection, etc.).

The CA will assist, as necessary, to maintain communications between the PSAP and the caller. Otherwise, the Sprint CA will remain on the line to provide assistance as necessary to facilitate communication for all emergency calls and will not disconnect until the call has been completed.

911 services are currently waived for IP and VRS providers. Sprint strongly encourages Internet Relay users to dial 911 directly to receive prompt emergency services via TTY or phone.

Sprint IP via website permits manual 911 processing. If user tell operator to dial 911, operator will request supervisor assistance. User will need to provide the address and city where he/she is calling from. Supervisor will call Directory Assistance (on separate phone call) to obtain 10-digit emergency PSAP number. Then the supervisor will pass it to CA to make outbound call to 911 dispatcher (PSAP). It can take few minutes or so to get the information. Users are encouraged to enter a 10-digit emergency number on the website for more efficient call processing.

More information about Sprint's procedure for handling E911 calls, including *CapTel* calls, may be found in Appendix D.

Telecommunications Service Priority Program

Sprint announced on October 31, 2005, that it had completed all milestones in enrolling its Telecommunications Relay Service (TRS) in the FCC's Telecommunications Service Priority (TSP) program. On May 11, 2005, Sprint began implementing TSP throughout its network. On October 31, Sprint successfully activated all 14 call centers under the TSP program. Sprint's participation in the TSP Program strengthens their already robust reliability.

In 1988, the TSP program was established to prioritize the restoration of telephone service to critical facilities and agencies at times when telecommunications companies are typically overburdened with service requests, such as after a natural disaster. In the event of a regional or national crisis, the program restores telephone services most critical to national and homeland security on a priority basis.

The Sprint TRS network is designed to reroute traffic to other Sprint Relay centers across the country to provide uninterrupted service. However, if a national or regional emergency causes service to be disrupted and the relay call center is unable to receive or place calls, Sprint's participation in the TSP program

means that Local Exchange Carriers (LECs) are required to restore service to the relay call center as rapidly as possible consistent with the priority status assigned to the relay call center. Unlike other TRS providers, when a disaster occurs, Sprint TRS has the ability to reroute calls immediately to unaffected relay call centers and continue processing calls with minimal customer impact.

The Sprint relay call centers participating in TSP are:

- Albuquerque Switch (Albuquerque, NM and Honolulu, HI)
- Austin Switch (Austin, TX and Lubbock, TX)
- Dayton Switch (Dayton, OH and Cayce, SC)
- Independence Switch (Independence, MO)
- Jacksonville Switch (Jacksonville, FL)
- Lemoore Switch (Lemoore, CA)
- Sioux Falls Switch (Sioux Falls, SD and Moorhead, MN)
- Syracuse Switch (Syracuse, NY and Holyoke, MA)

The TSP program ensures that the Sprint relay call centers are placed on a priority basis to re-establish telephone service for Relay STATE users. Sprint is proud to voluntarily comply with the FCC's TSP program. Please see Appendix N for a copy of the general press release regarding the TSP program.

A.5 STS Called Numbers

§64.604 (a)(5) STS called numbers. Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Sprint's Relay customer database is available to Speech-to-Speech (STS) users. The database can be used to store a list of names, frequently dialed telephone numbers, and customer notes. The database automatically appears on the CA's terminal screen each time a user dials into one of the Sprint relay numbers. The customer database helps to facilitate call set up and conversing preferences for the STS user. Customer profile information contained in the Sprint Customer Database will be transferred to any new provider at the end of the contract term. Currently, STS is waived from Internet Relay, Video Relay and CapTel services.

Technical Standards

B.1 ASCII and Baudot

§64.604 (b) Technical standards—(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

Each Sprint CA position is capable of receiving and transmitting in voice, Baudot including TurboCode™ and E-TurboCode™ as well as ASCII codes. Upon a call being received at the CA

position, TTY signals are automatically identified as either Baudot or ASCII; if ASCII, the baud rate is detected. Intelligent modems allow the CA to handle either voice or data lines from the same CA work station.

This automatic identification of call types for incoming calls provides a quick and efficient technique for varied customer input and reduces the average CA work time to a minimum.

ASCII rates up to and including 19,200 bps are supported by the Sprint platform. The domestic TTY baud rate of 45.5 and the international rate of 50 baud are also supported.

Sprint IP currently provides services via ASCII connection. Currently, ASCII and Baudot requirements are waived for *CapTel* services. For more information about *CapTel* waivers, see Appendix K.

B.2 Speed of Answer

§64.604 (2) Speed of answer. (i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Sprint Relay has developed the capability to effectively manage a human resource pool that provides unsurpassed quality. Sprint has gained valuable experience in sizing its TRS Operations to accommodate contract requirements. Historical call detail is gathered by 15-minute periods throughout the years of providing TRS service. This historical information is combined with state-specific information to establish anticipated call patterns that accurately predict the personnel needs necessary to efficiently process the relay calls.

Sprint meets the requirement of answering 85% of all calls within 10 seconds on a daily basis by a live CA. (Abandoned calls are included in this 85/10 Service Level calculation.) Sprint will ensure that no more than 30 seconds elapses between the receipt of the dialing information and the dialing of the requested number.

Sprint samples the average answer time a minimum of every 30 minutes for each 24-hour period. Sprint's Traffic Management Control Center (TMCC) and our Enhanced Services Operations Control Center (ESOCC) are staffed with professionals who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.

The Sprint Centers that serve Arkansas are provided with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the Arkansas call center switch equipment. Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) will

receive a voice recording stating that all circuits are busy and to try the call again within a few minutes.

Performance of inbound traffic on each toll-free number where it enters the Sprint network is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state. In addition, the dedicated trunk facilities that route the call from the terminating network switch to the ACD (Automatic Call Distributor) at the serving relay center are monitored daily for compliance with blockage limitations. The data is monitored for both short- and long-term trends to ensure the most cost-effective use of resources.

Sprint also meets requirements for Sprint IP/IP Wireless, VRS and *CapTel* calls. Sprint *CapTel* ensures that 85% of all calls are answered within 10 seconds and that caller's calls are immediately placed. Sprint does not put calls in a queue or on hold. Abandoned calls are included in the speed-of-answer calculation. Sprint *CapTel* system is designed to a P.01 standard or greater measured on a daily basis.

§64.604 (b) (2) ((ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Sprint has met the requirement of answering 85% of all calls within 10 seconds on a daily basis by a live CA. (Abandoned calls are included in this 85/10 Service Level calculation.) Sprint samples the average answer time a minimum of every 30 minutes for each 24-hour period. Sprint currently samples every 15 minutes.

Sprint Relay is committed to providing relay users with functionally equivalent telecommunication services as that enjoyed by standard telephone users. To this end, Sprint will continue to answer 85% of all relay calls within 10 seconds. There will be no more the 30 seconds of elapsed time between receipt of dialing information and the dialing of the requested number.

Sprint begins measuring speed-of-answer at the time the call hits the Relay switch. Calls are answered by a live CA and are not to be placed in a queue or on hold after reaching the Relay switch.

Sprint's Service Level calculation for TRS

Sprint's Service Level calculation for all TRS calls, excluding *CapTel*, is described below:

Number of calls handled < 10 seconds / (total calls handled + total calls abandoned)

The SVL is the number of calls handled in 10 seconds or less divided by the total number of calls offered.

(Number of calls offered = total number of calls handled + total number of calls abandoned),

(SVL = Number of calls handled in < 10 / Number of calls offered).

Sprint's Service Level Calculation for CapTel

For *CapTel* users, the number of calls that arrive at the *CapTel* call center will be the number of Calls Offered.

The number of calls that are answered by a CA is the number of Calls Answered.

The time for each call between the time the call arrives at the *CapTel* call center and the time answered by a CA until it is abandoned is the Speed of Answer.

Any time spent in the Voice-in telephone menu is time controlled by the user to enter in the phone number of the CapTel user they are calling. This time is subtracted out from the Speed of Answer time.

The total number of calls with the Speed of Answer as 10 seconds or less is the number of Qualifying Calls.

Qualifying Calls divided by Calls Offered = Service Level (x percent of calls answered within 10 seconds).

Sprint's Weighted Service Level for TRS

Sprint uses a 'weighting' process to combine the results of several Call Centers into a single result.

The 'weighted' service level (SVL) is a calculation that multiplies the number of 'State' calls handled in each center by the center's daily SVL (the outcome is a factor called 'SVL points'). The resultant 'SVL points' for each center that handled that 'State' traffic is then summed. The sum of the 'SVL points' is then divided by the total number of 'State' calls to get a daily 'weighted' SVL.

Sprint will answer 85% of all calls within 10 seconds on a daily basis and will not place a caller in queue or on hold. The ten seconds begins at the time the call is delivered to the Sprint Relay Center and Sprint will ensure that adequate network facilities are available to avoid the possibility of a busy response due to loop trunk congestion.

Sprint's Weighted Service Level for CapTel

While CapTel operates two CapTel call centers, all calls are directed through one Automatic Call Distributor switch. All calls are answered in the order received and is measured, unweighted, by this switch.

§64.604 (b) (ii) (A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.

Sprint considers the call delivered when the Relay Center's equipment accepts the call from the LEC, and the public switched network actually delivers the call to the TRS Center.

Sprint furnishes the necessary telecommunications equipment facilities, and system software for the complete TRS operation. Sprint is a certified Interexchange Carrier (IXC) in all 50 states. Sprint's transmission circuits meet, and in most cases, exceed the ANSI T1.506-1990 Network Performance – Transmission Specifications for Switched Exchange Access Network standards.

§64.604 (b) (ii) (B) Abandoned calls shall be included in the speed-of-answer calculation.

Please see (b)(2)(ii) above.

§64.604 (b) (ii) (C) A TRS provider's compliance with this rule shall be measured on a daily basis.

Please see (2) (b)(ii) above.

§64.604 (b) (ii) (D) The system shall be designed to a P.01 standard.

Sufficient transmission facilities have been provided to service all traffic levels, including busy hour peaks. Sprint utilizes trunks that are sized to provide a busy hour Grade of Service (GOS) of P.01 or a minimum of 99 out of 100 calls will have unrestricted and immediate access to the call center facilities during the busiest time of day.

Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) will receive a voice recording stating that all circuits are busy and to try the call again within a few minutes.

In addition, the dedicated trunk facilities that route the call from the terminating network switch to the ACD (Automatic Call Distributor) at the serving relay center are monitored daily for compliance with blockage limitations.

Sprint ensures no greater than 1% blockage on a daily basis. Sprint offers state Relay customers the advantages of a superior digital fiber network unsurpassed in the industry. Through use of leading switch technology and SONET network survivability techniques, Sprint's network ensures a very low level of call interruption or blockage.

The Sprint network switch architecture is non-hierarchical, that is, all switches are directly interconnected. Sprint switches are processor-controlled using advanced digital technology and are virtually non-blocking. A call across the Sprint network passes over Inter Machine Trunks (IMT) which are engineered at P.01 Grade of Service (GOS) at the busy hour to allow for maximum network call completion. The P.01 GOS requirements ensure that at least 99% of calls to the Relay Center will reach a CA. The Local Exchange Carrier (LEC) network typically utilizes a P.01 grade of service also, and similar blockage rates should apply on their facilities.

§64.604 (b) (ii) (E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.

Performance of inbound traffic on each toll-free number where it enters the Sprint network or relay center facility is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state.

§64.604 (b) (iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

Sprint Relay complies with this requirement. Please refer to Sprint Relay's report to the FCC under Appendix L.

B.3 Equal Access to Interexchange Carriers

§64.604 (b) (3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

Sprint provides Arkansas callers with the ability to have their intrastate, interstate and international calls carried by any Interexchange carrier who has agreed to participate in the Arkansas Carrier of Choice (COC) program. When a caller indicates their COC preference, the CA will verify that the requested carrier is a COC participant, if they are, the call will be routed accordingly. Callers will be able to use any billing method made available by the requested carrier including collect, third party, prepaid and calling cards.

The current participating members of Sprint Carrier of Choice program are:

AT&T Communications
Bell South Long Distance
Bestline

Birch Telecom
Broadwing Communications
Broadwing Telecommunications
Cox Communications
Excel Telecommunications, Inc.
Global Crossings Telecommunications
MCIWorldCom
McLeod USA
Qwest Communications
SBC Communications Long Distance
Souris River Telecommunications
Sprint
Telecomm*USA (MCIWorldCom)
Touch America Services, Inc.
U.S. Link
VarTec dba Clear Choice Communications
VarTec Telecom, Inc.
Verizon Long Distance
Winstar
Working Assets
WorldCom
WorldXChange

If an Arkansas caller does not indicate a COC preference to the CA either on-line or in their customer database (or if their preferred carrier is not a COC participant), the call will be carried over the Sprint network. As with calls carried by Sprint, most COC participants limit billing methods based on the type of line from which the call originates. When the requested carrier is not a COC participant, Sprint has established a procedure where the carrier will be notified, verbally and in writing, of its obligation to provide access to TRS users and encourage their participation.

Please see Appendix E for a sample of the Carrier of Choice letter sent to carriers when a customer has a preferred interexchange carrier that does not participate in the Sprint COC program.

B.4 TRS Facilities

§64.604 (b)(4) TRS facilities. (i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.

Sprint TRS and Sprint Relay Customer Service are both available 24 hours a day, every day of the year. Sprint utilizes both UPS and backup power generators to ensure that the relay centers have uninterrupted power even in the event of a power outage. UPS is used only long enough

for the backup power generators to come on line -- a matter of minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. The generators can stay in service for longer periods of time as long as fuel is available. Sprint IP/IP Wireless, VRS and CapTel Relay Services are also available 24 hours a day, seven days a week.

§64.604 (b)(4) (ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

Sprint Relay Network Support Plan

Service Reliability

Sprint's service is provided through an all-fiber sophisticated management control network that support backbone networks with digital switching architecture. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network provides critical advantages over the other carriers. These advantages include:

Quality

Since voice and data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.

Economy

The overall quality, architecture, and advanced technology of digital fiber optics make transmission so dependable that it costs us less to maintain, thereby passing the savings on to our customers.

Expandability

As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.

Survivability

Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads. Sprint has established an objective to provide 100 percent capability to

reroute backbone traffic during any single cable cut. This is a significant benefit to [State], and a competitive differentiation of the Sprint network.

Network switched services are provided via 49 Northern Telecom DMS-250/300 switches at 29 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services.

Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control Centers. These factors combine to assure outstanding network performance and reliability for [State].

Network Criteria

System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

Service Restoration

Sprint provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically is restored within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its' POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

Do everything possible to minimize the impact of a "single point of failure." This includes:

- Diversification of all facilities' demands between switch sites. All switch sites are connected to the long haul network over at least two separate Sprint fiber routes; many have three paths.
- Deployment of multiple switches at large switching Centers. This prevents a single switch outage from disabling the site.
- Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:
 - Utilization of established plans to respond effectively to these outages.
 - The capability to rapidly deploy network transmission facilities when needed.
 - Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.
- The entire spectrum of survivability needs, expectations, and requirements can be met by the proper engineering of customer and Sprint switches and facilities.

Fiber Backbone Loop Topology and Reconfiguration

Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four-fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability.

Please see Appendix F for Sprint's Route Outage Prevention Programs. Also, please refer to the Disaster Recovery Plan provided in Appendix G for a complete explanation of Sprint's back-up plan.

B.5 Technology

§64.604 (b)(5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS.

TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq.

Sprint is in full compliance with 47 CFR §64.1600 et seq. of the FCC's Rules for providing SS7 capability.

In order to achieve functional equivalence, Sprint will continue to provide Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long-distance calls. Sprint receives calling party identifying information including blocking information, from all Relay users. Sprint's Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller as well as other SS7 call information elements such as:

- Calling Party Number
- Charge Number
- Originating Line Information
- Sprint passes through the calling party information (rather than 711 or the number of the Relay Center)

Sprint meets all minimum technological standards regarding Video Relay Service. Sprint VRS is available through www.sprintVRS.com and sprintrelay.tv (for Videophone users).

On 31 July 2006, Sprint launched **MySprintVRS number**. This **MySprintVRS Number** feature empowers Deaf and hard of hearing Video Relay Service (VRS) users with a simply means of receiving incoming calls. With MySprintVRS Number, a hearing user simply dials one toll free number and quickly reaches an Interpreter who connects them to the Deaf or hard of hearing VRS user without supplying any additional information.

The value of a dedicated personal number is generally taken for granted. Without a dedicated personal number, things such as entering a contact number in a department email directory or printing one simple number on a business card are much more complicated. Today telephone numbers are also used as account identifiers or for ordering items. Sprint, unlike most other VRS providers, makes this possible.

For VRS users who have not registered for MySprintVRS, hearing callers may dial a general access toll-free number and provide the VI with the VRS user's IP Address, or their Sprint VRS Mail extension number.

On 28 October 2006, Sprint also introduced a revolutionary means of wirelessly accessing Sprint VRS mail. Sprint, as a telecommunications provider, is uniquely positioned to make retrieval of VRS mail from wireless devices possible from devices with Windows Media Player capability. **Sprint VRS Mail for wireless devices** is extremely popular and empowers VRS users to access and playback VRS message directly from their handset.

In addition to providing SprintIP Relay Services, Sprint is also proud to offer the Deaf and Hard-of-Hearing community with cutting-edge technology using Sprint IP using AIM®. Sprint IP is capable of blending the easy-to-use capabilities of Sprint IP Relay with the power of wireless devices and equipment that run AIM®. In addition to the ability to place a relay call over the internet, the wireless user can access Sprint IP

on a wireless device with AIM. This service allows users to access relay from the park, a restaurant, or even the airport – anywhere a wireless device can access the internet and AIM.

Sprint also provides CapTel services, which is recognized as an enhanced VCO service.

For more information on technology provided through Sprint Relay, please refer to Appendix M: Sprint Relay Fact Sheet.

B.6 Caller ID

§64.604 (b) (6) Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

Sprint Relay offers a network-based Caller ID for all outbound calls which traverse over Sprint's integrated Services Digital Network (ISDN) and SS7 with FGD network. This feature supports Caller ID for all local and long distance calls. In all cases in which it is received, Sprint forwards the calling party's ANI (Automatic Number ID) to the terminating LEC for long-distance calls utilizing Sprint's Feature Group D trunks (FGD). As with standard telecommunications, the terminating LEC may or may not choose to use this ANI information as Caller ID information and pass this on to the terminating number. When passed through, the relay call recipient will be able to see the caller's phone number on their caller ID display (the caller ID option feature must first be purchased through their LEC). When not passed through, as with standard telecommunications, the call recipient will receive a message such as "OUT OF AREA" or "CALLER UNKNOWN."

Functional Standards

C.1 Consumer Complaint Logs

§64.604 (c)(1)(i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. (ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

Sprint provides copies of each TRS Customer Contact form, which includes the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved and explanation of the resolution and any other pertinent information to Arkansas. Further, Sprint maintains a log of each individual complaint and provides comprehensive reports on a monthly and annual basis to each of the Sprint States.

By June 15th of each calendar year, Sprint submits a copy of 12-month complaint log report for the period of June 1- May 31 to the State relay administrators.

C.2 Contact Persons

§64.604 (c)(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following: (i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent.

The contact person is Tommy Walker, 26 corporate Hill Drive, Little Rock, Arkansas 72205. By phone – 501-221-1285 (voice), 501-221-3279 (TTY), 866-235-7995 (toll free TTY), or at Tommy.R.Walker@sprint.com.

C.3 Public Access to Information

§64.604 (3) Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

As part of its contract with Sprint, an account manager is provided, whose main function is outreach. Examples of some of the information provided are included in Appendices O-S. In addition, the ADHITS Board utilizes its own Advisory Panel, and the Sprint Account Manager provides public outreach sessions

C.4 Rates

§64.604 (4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination

Arkansas users are charged no more for services than for those charges paid by standard "voice" telephone users. Arkansas users, who select Sprint as their interstate carrier, will be rated and invoiced by Sprint. The caller will only be billed for conversation time. Those users, who select a preferred interstate carrier via the Arkansas COC list, will be rated and invoiced by the selected interstate carrier.

By FCC jurisdiction, Sprint has two separate Message Telephone Service rates -- one for interstate and one for intrastate. The table below exhibits the discounted rates off Sprint's Message Telephone System (MTS) rates.

	Intrastate	Interstate
Day (7 AM – 6:59 PM)	50%	50%
Evening (7 PM – 10:59 PM)	50%	50%
Night/weekend (11 PM – 6:59 AM; all day Saturday & Sunday)	50%	50%

C.5 Jurisdictional Separation of Costs

§64.604 (5) Jurisdictional separation of costs—(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended **(ii) Cost recovery.** Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

All Arkansas relay intrastate and interstate minutes are reported separately and distinctly to the state on the Sprint invoice. The interstate and international minutes are reimbursed by the TRS Interstate Fund. The local and intrastate minutes are reimbursed by the State. On individual customer invoices, Sprint deducts minutes that the National Exchange Carrier Association (NECA) would reimburse. These deductible minutes are associated with these call types: Interstate, International, Interstate Directory Assistance, Toll Free and 900. In accordance with FCC rules, States receive only a 51% deduction for Toll Free and 900 minutes since this is what NECA would reimburse. For NECA reimbursement, Sprint uses a

cumulative report of eligible customers to calculate its monthly reimbursement request. An invoice and supporting documents are sent monthly to NECA for reimbursement.

Arkansas' legislation creating ADHITS is attached as Appendix T.

C.6 Complaints

§64.604 (6) (i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.605 is in effect, the Commission shall refer such complaint to such state expeditiously. (ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

Sprint has a comprehensive Customer Complaint Tracking program. A supervisor or Operations Administrator is available 24 hours a day to accept complaints, document and forward documentation to the proper source for resolution. Supervisors provide immediate feedback to both the customer and the CA.

Sprint will provide copies of each TRS Customer Contact form, including the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved and explanation of the resolution and any other pertinent information to Arkansas. Further, Sprint maintains a log of each individual complaint and provides comprehensive reports on a monthly and annual basis to each of the Sprint States.

The complaint resolution procedure outlines the steps to ensure complaints are resolved within 180 days of filing. If the complaint concerns a specific CA, an Operations Supervisor follows up and resolves the complaint. The role of the supervisor is to:

- Accept all types of complaints, issues and comments.
- Handle all service type complaints.
- Resolve complaints with Communication Assistants.
- Follow up with customers if requested by the customers.

If the complaint concerns a specific technical issue, a trouble ticket is filed and the ticket number is documented on the customer contact form. The ticket will be investigated and resolved by an on-site technician. The state-assigned Relay Program Manager is responsible for tracking all technical complaints and following-up with customers on resolutions.

If a miscellaneous complaint is filed with customer service, a copy is faxed to the appropriate Relay Program Manager for resolution and follow-up with the customer. Arkansas customers also have the option of calling our 24-hour Customer Service department (1-800-676-3777) or the Arkansas Relay Program Manager to file complaints or commendations.

Sprint has the capability to transfer the caller on-line to the Customer Service department. A Customer Service representative will always answer the calls live. The assigned Relay Program Manager is responsible for tracking all commendations and complaints and sending copies of Customer Contacts to the State Relay Administrator by the invoice due date of the following month. To assist customers in identifying contact information for complaints, the toll-free Customer Service number and other contact information is included on all brochures and Outreach materials, including relay web sites.

Sprint Relay submits all Interstate Relay (Sprint IP, IP Wireless) and Video Relay Service complaints directly to the FCC from June 1-May 31st of each year by the July 1st deadline.

In compliance with recommended FCC regulations, all complaints are to be resolved within 180 days. Copies of Annual Consumer Complaint Log summaries filed with the FCC are included in Appendix U

C.7 Treatment of TRS Customer Info

(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

The Sprint Customer Preference Database includes such items such as types of call, billing information, speed dialing, slow typing, carrier of choice, as well as emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes are included in the customer profile. At the end of the ensuing contract(s) Sprint will transfer all Arkansas database records to the next incoming relay provider, at least 60 days prior to the last day of service, in a usable format.

§64.605 State Certification

(a) (1) Certified state program. Any state, through its office of the governor or other delegated executive office empowered to provide TRS, desiring to establish a state program under this section shall submit, not later than October 1, 1992, documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned "TRS State Certification Application." All documentation shall be submitted in narrative form, shall clearly describe the state program for implementing intrastate TRS, and the procedures and remedies for enforcing any requirements imposed by the state program. The Commission shall give public notice of states filing for certification including notification in the Federal Register.

Arkansas' TRS program neither circumvents nor conflicts with the federal requirements, and is in full compliance. Attached as Appendix V is a copy of Arkansas' most recent RFP under which the present provider, Sprint, was selected, calling for adherence to at least the minimum requirements. Telephone customers pay a surcharge on their phone bills to fund ADHITS, and Arkansas' relay program. A copy of an AT&T phone bill, showing the line item charge for relay, is shown on appendix W.

Arkansas does not provide Video Relay Services or Internet Relay services for the state of Arkansas. Although there are references to Sprint Relay IP and Sprint Relay VRS services, Arkansas does not contract to provide these services, nor does Arkansas oversee these services for the state of Arkansas.

64.605(f) Notification of substantive change. (1) States must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.



PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 07-2761
June 22, 2007

**CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES THAT
CURRENT TELECOMMUNICATION RELAY SERVICE (TRS) CERTIFICATION WILL
EXPIRE ON JULY 26, 2008, AND PROVIDES A TIMELINE FOR SEEKING
RECERTIFICATION**

CG Docket No. 03-123

The current TRS certifications for all states and territories will expire on July 26, 2008. Under the TRS regulations, states can apply for “renewal” one year prior to expiration, *i.e.*, July 26, 2007. 47 C.F.R. § 64.605(c).

BACKGROUND

TRS enables persons with hearing and speech disabilities to access the telephone system to communicate with voice telephone users. Congress created the TRS program in Title IV of the Americans with Disabilities Act of 1990 (ADA), codified at Section 225 of the Communications Act of 1934. 47 U.S.C. § 225. Under the statute, TRS services are intended to be functionally equivalent to voice telephone service. The TRS regulations set forth mandatory minimum standards that TRS providers must follow in offering service, and are intended to ensure that TRS meets the functional equivalency mandate. *See* 47 C.F.R. §64.604 (set forth in the attached Appendix).

Because the states have primary responsibility for the oversight and compensation of intrastate TRS, the regulations also set forth the process by which state TRS programs may be certified. 47 C.F.R. § 64.605; *see also* 47 U.S.C. §§ 225(c) & (d)(3)(B). The state certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. The relevant sections of § 64.605 are set forth in the Appendix.

APPLICATIONS FOR CERTIFICATION:

Applications for certification (or renewal of certification) may be filed with the Commission beginning July 26, 2007. All certified state TRS programs are required to provide traditional (TTY-based) TRS, interstate Spanish language traditional TRS, and Speech-to-Speech (STS) service. If a state program also offers Internet Protocol (IP) Relay, Video Relay Service (VRS), Captioned Telephone Service, or IP Captioned Telephone Service, the state must also demonstrate that it provides these services consistent with the rules.

Although there is no deadline for filing, renewal applications should be filed by October 1, 2007, to give the Commission time to review and rule on the applications prior to the expiration of the prior certification.

Applications for certification are reviewed to determine whether the state TRS program has sufficiently documented that it meets all of the applicable mandatory minimum standards set forth in Section 64.604. If the program exceeds the mandatory minimum standards, the state must certify that the program does not conflict with federal law.

PROCEDURES FOR FILING: All filings must reference CG Docket No. 03-123.

Electronic Filers: Filings may be filed electronically using the Internet by accessing the ECFS: <http://www.fcc.gov/cgb/ecfs/>. Follow the instructions provided on the website for submitting electronic filings.

- ♣ For ECFS filers, if multiple docket or rulemaking numbers appear in the caption of this proceeding, filers must transmit one electronic copy of the filing for each docket or rulemaking number referenced in the caption. In completing the transmittal screen, filers should include their full name, U.S. Postal Service mailing address, and the applicable docket or rulemaking number. Parties may also submit an electronic filing by Internet email. To get filing instructions, filers should send an email to ecfs@fcc.gov, and include the following words in the subject line or body of the message: get form <your email address>. A sample form and directions will be sent in response.

Paper Filers: Parties who choose to submit by paper must submit an original and four copies of each filing on or before October 1, 2007. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Diane Mason, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Room 3-A503, Washington, D.C. 20554 or by email at Diane.Mason@fcc.gov. Parties should also submit electronic disk copies of their certification filing on a standard 3.5 inch diskette or CD-Rom formatted in an IBM compatible format using Word 2003 or compatible software. The electronic media should be submitted in “read-only” mode and must be clearly labeled with the state’s name, the filing date and captioned “TRS Certification Application.”

Filings can be sent by hand or messenger delivery, by electronic media, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial and electronic media sent by overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12th Street, SW, Room TW-B204, Washington, D.C. 20554.

SUMMARY OF STATE TRS PROGRAM CERTIFICATION TIMELINE:

DATE	ITEM	FCC ACTION
October, 2007	Public Notices are issued indicating that applications have been received by the Commission and seeking comment	Public Notices are released seeking comment on the filing. Comments due within 30 days and then an additional 15 days for reply comments.
September 2007 – May 2008	Applications for TRS recertification are reviewed for compliance with 47 C.F.R. §§ 64.604 & 64.605.	Deficiency letters are sent to request additional information that demonstrates compliance with the mandatory minimum requirements.
May - July, 2008	Public Notices informing states that their applications for recertification have been reviewed and certification has been renewed.	Public Notice

ADDITIONAL INFORMATION

A copy of this *Public Notice* and related documents are available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW., Suite CY-A257, Washington, D.C. 20554, (202) 418-0270. These documents also may be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12th Street, SW., Room CY-B402, Washington, D.C. 20554. Customers may contact BCPI at their web site: www.bcpweb.com or by calling 1-800-378-3160. Filings also may be found by searching on the Commission's Electronic Comment Filing System (ECFS) at <http://www.fcc.gov/cgb/ecfs> (insert CG Docket No. 03-123 into the Proceeding block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* also can be downloaded in Word or Portable Document Format (PDF) at: <http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, please contact Diane Mason, Consumer & Governmental Affairs Bureau, Disability Rights Office, at (202) 418-7126 (voice), (202) 418-7828 (TTY), or e-mail at Diane.Mason@fcc.gov.

APPENDIX

RELEVANT RULES:

§64.604 MANDATORY MINIMUM STANDARDS¹

The standards in this section are applicable December 18, 2000, except as stated in paragraphs (c)(2) and (c)(7) of this section.

(a) *Operational standards*—(1) *Communications assistant (CA)*. (i) TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.

(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

(iv) TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A “qualified interpreter” is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

(v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

(vi) TRS providers must make best efforts to accommodate a TRS user’s requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

(vii) TRS shall transmit conversations between TTY and voice callers in real time.

(2) *Confidentiality and conversation content*. (i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

(3) *Types of calls*. (i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.

(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.

(iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied.

(iv) Relay services shall be capable of handling pay-per-call calls.

¹ Note that some of these requirements have been waived for certain forms of TRS.

(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

(4) *Handling of emergency calls.* Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.

(5) *STS called numbers.* Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

(b) *Technical standards*—(1) *ASCII and Baudot.* TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

(2) *Speed of answer.* (i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

(ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

(A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.

(B) Abandoned calls shall be included in the speed-of-answer calculation.

(C) A TRS provider's compliance with this rule shall be measured on a daily basis.

(D) The system shall be designed to a P.01 standard.

(E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.

(iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

(3) *Equal access to interexchange carriers.* TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

(4) *TRS facilities.* (i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.

(ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

(5) *Technology*. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 *et seq.*

(6) *Caller ID*. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

(c) *Functional standards*—(1) *Consumer complaint logs* (i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

(2) *Contact persons*. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following:

(i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions;

(ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and

(iii) The physical address to which correspondence should be sent.

(3) *Public access to information*. Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

(4) *Rates*. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.

(5) *Jurisdictional separation of costs*—(i) *General*. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.

(ii) *Cost recovery*. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

(iii) *Telecommunications Relay Services Fund*. Effective July 26, 1993, an Interstate Cost Recovery Plan, hereinafter referred to as the TRS Fund, shall be administered by an entity selected by the Commission

(administrator). The initial administrator, for an interim period, will be the National Exchange Carrier Association, Inc.

(A) *Contributions.* Every carrier providing interstate telecommunications services shall contribute to the TRS Fund on the basis of interstate end-user telecommunications revenues as described herein. Contributions shall be made by all carriers who provide interstate services, including, but not limited to, cellular telephone and paging, mobile radio, operator services, personal communications service (PCS), access (including subscriber line charges), alternative access and special access, packet-switched, WATS, 800, 900, message telephone service (MTS), private line, telex, telegraph, video, satellite, intraLATA, international and resale services.

(B) *Contribution computations.* Contributors' contribution to the TRS fund shall be the product of their subject revenues for the prior calendar year and a contribution factor determined annually by the Commission. The contribution factor shall be based on the ratio between expected TRS Fund expenses to interstate end-user telecommunications revenues. In the event that contributions exceed TRS payments and administrative costs, the contribution factor for the following year will be adjusted by an appropriate amount, taking into consideration projected cost and usage changes. In the event that contributions are inadequate, the fund administrator may request authority from the Commission to borrow funds commercially, with such debt secured by future years' contributions. Each subject carrier must contribute at least \$25 per year. Carriers whose annual contributions total less than \$1,200 must pay the entire contribution at the beginning of the contribution period. Service providers whose contributions total \$1,200 or more may divide their contributions into equal monthly payments. Carriers shall complete and submit, and contributions shall be based on, a "Telecommunications Reporting Worksheet" (as published by the Commission in the Federal Register). The worksheet shall be certified to by an officer of the contributor, and subject to verification by the Commission or the administrator at the discretion of the Commission. Contributors' statements in the worksheet shall be subject to the provisions of section 220 of the Communications Act of 1934, as amended. The fund administrator may bill contributors a separate assessment for reasonable administrative expenses and interest resulting from improper filing or overdue contributions. The Chief of the Consumer & Governmental Affairs Bureau may waive, reduce, modify or eliminate contributor reporting requirements that prove unnecessary and require additional reporting requirements that the Bureau deems necessary to the sound and efficient administration of the TRS Fund.

(C) *Data collection from TRS Providers.* TRS providers shall provide the administrator with true and adequate data necessary to determine TRS fund revenue requirements and payments. TRS providers shall provide the administrator with the following: total TRS minutes of use, total interstate TRS minutes of use, total TRS operating expenses and total TRS investment in general accordance with part 32 of the Communications Act, and other historical or projected information reasonably requested by the administrator for purposes of computing payments and revenue requirements. The administrator and the Commission shall have the authority to examine, verify and audit data received from TRS providers as necessary to assure the accuracy and integrity of fund payments.

(D) [Reserved]

(E) *Payments to TRS providers.* TRS Fund payments shall be distributed to TRS providers based on formulas approved or modified by the Commission. The administrator shall file schedules of payment formulas with the Commission. Such formulas shall be designed to compensate TRS providers for reasonable costs of providing interstate TRS, and shall be subject to Commission approval. Such formulas shall be based on total monthly interstate TRS minutes of use. TRS minutes of use for purposes of interstate cost recovery under the TRS Fund are defined as the minutes of use for completed interstate TRS calls placed through the TRS center beginning after call set-up and concluding after the last message call unit. In addition to the data required under paragraph (c)(5)(iii)(C) of this section, all TRS providers, including providers who are not interexchange carriers, local exchange carriers, or certified state relay providers, must submit reports of interstate TRS minutes of use to the administrator in order to receive payments. The administrator shall establish procedures to verify payment claims, and may suspend or delay payments to a TRS provider if the TRS provider fails to provide adequate verification of payment upon reasonable request, or if directed by the Commission to do so. The TRS Fund administrator shall make payments only to eligible TRS providers operating pursuant to the mandatory minimum standards as required in §64.604, and after disbursements to the administrator for reasonable expenses incurred by it in connection with TRS Fund administration. TRS providers receiving payments shall file a form prescribed by the administrator. The administrator shall fashion a form that is consistent with parts 32 and 36 procedures reasonably tailored to meet the needs of TRS providers. The Commission shall have authority to audit providers and have access to all data, including carrier specific data, collected by the fund administrator. The fund administrator shall have authority to

audit TRS providers reporting data to the administrator. The formulas should appropriately compensate interstate providers for the provision of VRS, whether intrastate or interstate.

(F) TRS providers eligible for receiving payments from the TRS Fund are:

- (1) TRS facilities operated under contract with and/or by certified state TRS programs pursuant to §64.605; or
- (2) TRS facilities owned by or operated under contract with a common carrier providing interstate services operated pursuant to §64.604; or
- (3) Interstate common carriers offering TRS pursuant to §64.604; or
- (4) Video Relay Service (VRS) and Internet Protocol (IP) Relay providers certified by the Commission pursuant to §64.605.

(G) Any eligible TRS provider as defined in paragraph (c)(5)(iii)(F) of this section shall notify the administrator of its intent to participate in the TRS Fund thirty (30) days prior to submitting reports of TRS interstate minutes of use in order to receive payment settlements for interstate TRS, and failure to file may exclude the TRS provider from eligibility for the year.

(H) Administrator reporting, monitoring, and filing requirements. The administrator shall perform all filing and reporting functions required in paragraphs (c)(5)(iii)(A) through (c)(5)(iii)(J) of this section. TRS payment formulas and revenue requirements shall be filed with the Commission on May 1 of each year, to be effective the following July 1. The administrator shall report annually to the Commission an itemization of monthly administrative costs which shall consist of all expenses, receipts, and payments associated with the administration of the TRS Fund. The administrator is required to keep the TRS Fund separate from all other funds administered by the administrator, shall file a cost allocation manual (CAM) and shall provide the Commission full access to all data collected pursuant to the administration of the TRS Fund. The administrator shall account for the financial transactions of the TRS Fund in accordance with generally accepted accounting principles for federal agencies and maintain the accounts of the TRS Fund in accordance with the United States Government Standard General Ledger. When the administrator, or any independent auditor hired by the administrator, conducts audits of providers of services under the TRS program or contributors to the TRS Fund, such audits shall be conducted in accordance with generally accepted government auditing standards. In administering the TRS Fund, the administrator shall also comply with all relevant and applicable federal financial management and reporting statutes. The administrator shall establish a non-paid voluntary advisory committee of persons from the hearing and speech disability community, TRS users (voice and text telephone), interstate service providers, state representatives, and TRS providers, which will meet at reasonable intervals (at least semi-annually) in order to monitor TRS cost recovery matters. Each group shall select its own representative to the committee. The administrator's annual report shall include a discussion of the advisory committee deliberations.

(I) *Information filed with the administrator.* The administrator shall keep all data obtained from contributors and TRS providers confidential and shall not disclose such data in company-specific form unless directed to do so by the Commission. Subject to any restrictions imposed by the Chief of the Consumer & Governmental Affairs Bureau, the TRS Fund administrator may share data obtained from carriers with the administrators of the universal support mechanisms (*See* 47 CFR 54.701 of this chapter), the North American Numbering Plan administration cost recovery (*See* 47 CFR 52.16 of this chapter), and the long-term local number portability cost recovery (*See* 47 CFR 52.32 of this chapter). The TRS Fund administrator shall keep confidential all data obtained from other administrators. The administrator shall not use such data except for purposes of administering the TRS Fund, calculating the regulatory fees of interstate common carriers, and aggregating such fee payments for submission to the Commission. The Commission shall have access to all data reported to the administrator, and authority to audit TRS providers. Contributors may make requests for Commission nondisclosure of company-specific revenue information under §0.459 of this chapter by so indicating on the Telecommunications Reporting Worksheet at the time that the subject data are submitted. The Commission shall make all decisions regarding nondisclosure of company-specific information.

(J) The administrator's performance and this plan shall be reviewed by the Commission after two years.

(K) All parties providing services or contributions or receiving payments under this section are subject to the enforcement provisions specified in the Communications Act, the Americans with Disabilities Act, and the Commission's rules.

(6) *Complaints*—(i) *Referral of complaint*. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.605 is in effect, the Commission shall refer such complaint to such state expeditiously.

(ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

(iii) *Jurisdiction of Commission*. After referring a complaint to a state entity under paragraph (c)(6)(i) of this section, or if a complaint is filed directly with a state entity, the Commission shall exercise jurisdiction over such complaint only if:

(A) Final action under such state program has not been taken within:

(1) 180 days after the complaint is filed with such state entity; or

(2) A shorter period as prescribed by the regulations of such state; or

(B) The Commission determines that such state program is no longer qualified for certification under §64.605.

(iv) The Commission shall resolve within 180 days after the complaint is filed with the Commission any interstate TRS complaint alleging a violation of section 225 of the Act or any complaint involving intrastate relay services in states without a certified program. The Commission shall resolve intrastate complaints over which it exercises jurisdiction under paragraph (c)(6)(iii) of this section within 180 days.

(v) *Complaint procedures*. Complaints against TRS providers for alleged violations of this subpart may be either informal or formal.

(A) *Informal complaints*—(1) *Form*. An informal complaint may be transmitted to the Consumer & Governmental Affairs Bureau by any reasonable means, such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate a complainant's hearing or speech disability.

(2) *Content*. An informal complaint shall include the name and address of the complainant; the name and address of the TRS provider against whom the complaint is made; a statement of facts supporting the complainant's allegation that the TRS provided it has violated or is violating section 225 of the Act and/or requirements under the Commission's rules; the specific relief or satisfaction sought by the complainant; and the complainant's preferred format or method of response to the complaint by the Commission and the defendant TRS provider (such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate the complainant's hearing or speech disability).

(3) *Service; designation of agents*. The Commission shall promptly forward any complaint meeting the requirements of this subsection to the TRS provider named in the complaint. Such TRS provider shall be called upon to satisfy or answer the complaint within the time specified by the Commission. Every TRS provider shall file with the Commission a statement designating an agent or agents whose principal responsibility will be to receive all complaints, inquiries, orders, decisions, and notices and other pronouncements forwarded by the Commission. Such designation shall include a name or department designation, business address, telephone number (voice and TTY), facsimile number and, if available, internet e-mail address.

(B) *Review and disposition of informal complaints*. (1) Where it appears from the TRS provider's answer, or from other communications with the parties, that an informal complaint has been satisfied, the Commission may, in its discretion, consider the matter closed without response to the complainant or defendant. In all other cases, the Commission shall inform the parties of its review and disposition of a complaint filed under this subpart. Where practicable, this information shall be transmitted to the complainant and defendant in the manner requested by the complainant (e.g., letter, facsimile transmission, telephone (voice/TRS/TTY) or Internet e-mail).

(2) A complainant unsatisfied with the defendant's response to the informal complaint and the staff's decision to terminate action on the informal complaint may file a formal complaint with the Commission pursuant to paragraph (c)(6)(v)(C) of this section.

(C) *Formal complaints*. A formal complaint shall be in writing, addressed to the Federal Communications Commission, Enforcement Bureau, Telecommunications Consumer Division, Washington, DC 20554 and shall contain:

- (1) The name and address of the complainant,
 - (2) The name and address of the defendant against whom the complaint is made,
 - (3) A complete statement of the facts, including supporting data, where available, showing that such defendant did or omitted to do anything in contravention of this subpart, and
 - (4) The relief sought.
- (D) *Amended complaints.* An amended complaint setting forth transactions, occurrences or events which have happened since the filing of the original complaint and which relate to the original cause of action may be filed with the Commission.
- (E) *Number of copies.* An original and two copies of all pleadings shall be filed.
- (F) *Service.* (1) Except where a complaint is referred to a state pursuant to §64.604(c)(6)(i), or where a complaint is filed directly with a state entity, the Commission will serve on the named party a copy of any complaint or amended complaint filed with it, together with a notice of the filing of the complaint. Such notice shall call upon the defendant to satisfy or answer the complaint in writing within the time specified in said notice of complaint.
- (2) All subsequent pleadings and briefs shall be served by the filing party on all other parties to the proceeding in accordance with the requirements of §1.47 of this chapter. Proof of such service shall also be made in accordance with the requirements of said section.
- (G) *Answers to complaints and amended complaints.* Any party upon whom a copy of a complaint or amended complaint is served under this subpart shall serve an answer within the time specified by the Commission in its notice of complaint. The answer shall advise the parties and the Commission fully and completely of the nature of the defense and shall respond specifically to all material allegations of the complaint. In cases involving allegations of harm, the answer shall indicate what action has been taken or is proposed to be taken to stop the occurrence of such harm. Collateral or immaterial issues shall be avoided in answers and every effort should be made to narrow the issues. Matters alleged as affirmative defenses shall be separately stated and numbered. Any defendant failing to file and serve an answer within the time and in the manner prescribed may be deemed in default.
- (H) *Replies to answers or amended answers.* Within 10 days after service of an answer or an amended answer, a complainant may file and serve a reply which shall be responsive to matters contained in such answer or amended answer and shall not contain new matter. Failure to reply will not be deemed an admission of any allegation contained in such answer or amended answer.
- (I) *Defective pleadings.* Any pleading filed in a complaint proceeding that is not in substantial conformity with the requirements of the applicable rules in this subpart may be dismissed.
- (7) *Treatment of TRS customer information.* Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.
- [65 FR 38436, June 21, 2000, as amended at 65 FR 54804, Sept. 11, 2000; 67 FR 13229, Mar. 21, 2002; 68 FR 50977, Aug. 25, 2003; 69 FR 5719, Feb. 6, 2004; 69 FR 53351, Sept. 1, 2004; 69 FR 55985, Sept. 17, 2004; 69 FR 57231, Sept. 24, 2004; 70 FR 51658, Aug. 31, 2005; 70 FR 76215, Dec. 23, 2005]

§64.605 STATE CERTIFICATION.

- (a) *State documentation—(1) Certified state program.* Any state, through its office of the governor or other delegated executive office empowered to provide TRS, desiring to establish a state program under this section shall submit, not later than October 1, 1992, documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned "TRS State Certification Application." All documentation shall be submitted in narrative

form, shall clearly describe the state program for implementing intrastate TRS, and the procedures and remedies for enforcing any requirements imposed by the state program. The Commission shall give public notice of states filing for certification including notification in the Federal Register.

(2) *VRS and IP Relay provider.* Any entity desiring to provide VRS or IP Relay services, independent from any certified state TRS program or any TRS provider otherwise eligible for compensation from the Interstate TRS Fund, and to receive compensation from the Interstate TRS Fund, shall submit documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned "VRS and IP Relay Certification Application." The documentation shall include, in narrative form:

- (i) A description of the forms of TRS to be provided (*i.e.*, VRS and/or IP Relay);
- (ii) A description of how the provider will meet all non-waived mandatory minimum standards applicable to each form of TRS offered;
- (iii) A description of the provider's procedures for ensuring compliance with all applicable TRS rules;
- (iv) A description of the provider's complaint procedures;
- (v) A narrative describing any areas in which the provider's service will differ from the applicable mandatory minimum standards;
- (vi) A narrative establishing that services that differ from the mandatory minimum standards do not violate applicable mandatory minimum standards;
- (vii) Demonstration of status as a common carrier; and
- (viii) A statement that the provider will file annual compliance reports demonstrating continued compliance with these rules.

(b) (1) *Requirements for state certification.* After review of state documentation, the Commission shall certify, by letter, or order, the state program if the Commission determines that the state certification documentation:

- (i) Establishes that the state program meets or exceeds all operational, technical, and functional minimum standards contained in §64.604;
- (ii) Establishes that the state program makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints; and
- (iii) Where a state program exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law.

(2) *Requirements for VRS and IP Relay Provider FCC Certification.* After review of certification documentation, the Commission shall certify, by Public Notice, that the VRS or IP Relay provider is eligible for compensation from the Interstate TRS Fund if the Commission determines that the certification documentation:

- (i) Establishes that the provision of VRS and/or IP Relay will meet or exceed all non-waived operational, technical, and functional minimum standards contained in §64.604;
- (ii) Establishes that the VRS and/or IP Relay provider makes available adequate procedures and remedies for ensuring compliance with the requirements of this section and the mandatory minimum standards contained in §64.604, including that it makes available for TRS users informational materials on complaint procedures sufficient for users to know the proper procedures for filing complaints; and
- (iii) Where the TRS service differs from the mandatory minimum standards contained in §64.604, the VRS and/or IP Relay provider establishes that its service does not violate applicable mandatory minimum standards.

(c)(1) *State certification period.* State certification shall remain in effect for five years. One year prior to expiration of certification, a state may apply for renewal of its certification by filing documentation as prescribed by paragraphs (a) and (b) of this section.

(2) *VRS and IP Relay Provider FCC certification period.* Certification granted under this section shall remain in effect for five years. A VRS or IP Relay provider may apply for renewal of its certification by filing documentation

with the Commission, at least 90 days prior to expiration of certification, containing the information described in paragraph (a)(2) of this section.

(d) *Method of funding.* Except as provided in §64.604, the Commission shall not refuse to certify a state program based solely on the method such state will implement for funding intrastate TRS, but funding mechanisms, if labeled, shall be labeled in a manner that promote national understanding of TRS and do not offend the public.

(e)(1) *Suspension or revocation of state certification.* The Commission may suspend or revoke such certification if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. In a state whose program has been suspended or revoked, the Commission shall take such steps as may be necessary, consistent with this subpart, to ensure continuity of TRS. The Commission may, on its own motion, require a certified state program to submit documentation demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a state program may not be in compliance with the minimum standards.

(2) *Suspension or revocation of VRS and IP Relay Provider FCC certification.* The Commission may suspend or revoke the certification of a VRS or IP Relay provider if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. The Commission may, on its own motion, require a certified VRS or IP Relay provider to submit documentation demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a certified VRS or IP Relay provider may not be in compliance with the minimum standards.

(f) *Notification of substantive change.* (1) States must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.

(2) VRS and IP Relay providers certified under this section must notify the Commission of substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and must certify that the interstate TRS provider continues to meet federal minimum standards after implementing the substantive change.

(g) VRS and IP Relay providers certified under this section shall file with the Commission, on an annual basis, a report providing evidence that they are in compliance with §64.604.

[70 FR 76215, Dec. 23, 2005]

Appendix B: Sprint TRS, STS, CapTel, and VRS Training Outlines

Sprint TRS Training Outline

Module	Module Description
Module 1	Orientation <ul style="list-style-type: none">✦ Objectives✦ Welcome & History✦ Future of Sprint✦ What is Relay?✦ CA Training✦ Call Flow Chart
Module 2	Phone Image <ul style="list-style-type: none">✦ Objectives✦ Introduction✦ Communicating Information✦ Using Conversational Tone✦ Managing Dissatisfied Customers
Module 3A	Overview of System and Equipment <ul style="list-style-type: none">✦ Objectives✦ Logging In✦ Logging Out✦ Screen Display✦ Checking for Understanding✦ Headsets✦ Modem✦ Error Correction✦ Keyboard✦ Last Typed Macro Feature✦ English Macros✦ Spanish Macros✦ Telephony Terms
Module 3B	Interactive Terminals <ul style="list-style-type: none">✦ Knowing Your TTY✦ Closing a Conversation✦ Typing Background Noises

Module 3C	Overview of System and Equipment (FRS Only) <ul style="list-style-type: none"> ✦ Malfunctions ✦ Relay Procedures ✦ Confidentiality ✦ Statistics ✦ Handling Obscene Calls ✦ Requesting a Supervisor ✦ Reporting ✦ Macros
Module 4A	Call Processing Procedures <ul style="list-style-type: none"> ✦ Objectives ✦ Your Role as CA ✦ Call Processing for All States
Module 4B	Destinations of Traffic <ul style="list-style-type: none"> ✦ Destinations not Allowed ✦ IntraLata Competition ✦ State Differences
Module 4C	Answering Machines and Audiotext <ul style="list-style-type: none"> ✦ Record Feature ✦ Voice Answering Machine ✦ Voice to TTY Answering Machine ✦ Information Line ✦ Audiotext ✦ Voice Mail ✦ Pagers/Beepers (TTY-Voice) ✦ Pagers/Beepers (Voice - TTY) ✦ Variations ✦ Answering Machine Retrieval
Module 4D	Voice Originated Calls <ul style="list-style-type: none"> ✦ Local Call Description ✦ Toll Free and Paid ✦ Paid over Sprint Network ✦ Paid over Alternate Carrier ✦ Variations

Module 4E	Long Distance Calling <ul style="list-style-type: none"> ✦ FONcard ✦ LEC Card ✦ Optional Cards ✦ Pre-Paid Cards ✦ Collect ✦ Third Party ✦ Immediate Credit
Module 4F	VCO and HCO <ul style="list-style-type: none"> ✦ Voice Carry Over (VCO) ✦ Inbound VCO Branding ✦ Busy Line ✦ No Answer ✦ Two-Line VCO ✦ Hearing Carry Over (HCO) ✦ Non-Branded HCO ✦ Branded HCO
Module 4G	Alternate Call Types <ul style="list-style-type: none"> ✦ VCO to VCO ✦ VCO to TTY ✦ TTY to VCO ✦ HCO to HCO ✦ HCO to TTY ✦ TTY to HCO
Module 4H	Customer Database <ul style="list-style-type: none"> ✦ Customer Database Feature ✦ Customer Notes Window ✦ UCR Main Menu ✦ Name Submenu ✦ COC Submenu ✦ InterLata COC ✦ IntraLata COC ✦ Billing Method Window ✦ Billing Options ✦ Numbers Submenu ✦ Emergency Numbers ✦ Frequently Dialed Numbers (FD) ✦ Blocked Numbers ✦ Customer Notes

Module 4H	Customer Database <ul style="list-style-type: none"> ✦ Preferences ✦ Answer Type ✦ Language Type ✦ Outdial Restrictions ✦ Macros ✦ Last Number Redial
Module 4I	Variations <ul style="list-style-type: none"> ✦ Busy Signals ✦ Poor Connection ✦ No Answer ✦ Request for Information ✦ Speech Impaired ✦ Pacing Voice Customer ✦ Profanity towards CA ✦ Request for M or F CA ✦ CA Knows Customer ✦ Suicide ✦ Abuse ✦ Illegal Calls ✦ Sensitive Topics ✦ Redialing ✦ Switchboards ✦ Young Children ✦ Inbound ASCII ✦ Repeating Information ✦ Request for Relay Number ✦ Restricted Calls ✦ ASCII on Outbound Line ✦ Regional 800 ✦ Two Calling From Numbers ✦ LEC Service Office ✦ Double Letters ✦ Call Waiting ✦ Conference Calls ✦ Three-Way Calling ✦ Changing CAs ✦ 800 Number Referral ✦ Hard-of-Hearing Customer ✦ Call Backs for TTYs ✦ Multiple Calls

Module 4I	Variations <ul style="list-style-type: none"> ✦ Call Modification ✦ Holding ✦ Alternate Language ✦ Typing in Parenthesis ✦ Product Information ✦ Spanish Calls ✦ Voice Customer Hangs Up ✦ Variable Time Stamp ✦ TTY Customer Hangs Up ✦ Conversation being Recorded ✦ Prompting Voice for "GA" ✦ Non-Standard TTY Capability ✦ Internet Characters ✦ TTY does not type "GA" ✦ Cellular Long Distance Calls ✦ Party Line Calls
Module 5	Emergency Call Processing <ul style="list-style-type: none"> ✦ Emergency Calls ✦ Non-Emergency Calls ✦ Emergency Incident Form
Module 6A	Performance and Procedures <ul style="list-style-type: none"> ✦ Performance Measurement Plan ✦ Quality Customer Service ✦ Commitment ✦ Personal Effectiveness ✦ Assessment Survey and Replay ✦ Emergency Procedures ✦ Emergency Assistance Form ✦ Checking for Understanding
Module 6B	Healthy Relay <ul style="list-style-type: none"> ✦ Introduction ✦ Analogy ✦ Stretching Exercises ✦ CA Reinforcement ✦ Ergonomic Review ✦ Setting up Workstation ✦ GUAM - Get up and move
Module 6B	Healthy Relay <ul style="list-style-type: none"> ✦ Ergonomic Relief ✦ Slowing the Customer ✦ Overtime Relaxation

Module 7A	Responding Positively <ul style="list-style-type: none"> ✦ Stress Management ✦ Thoughts and Feelings ✦ Relaxing Emotionally ✦ Thinking Powerfully ✦ Exercise ✦ Nutrition ✦ Relaxation/Meditation ✦ Energy Resource Assessment ✦ Suggested Reading ✦ Leader's Notes
Module 7B	Healthy Detachment <ul style="list-style-type: none"> ✦ Interactive Communication ✦ TDD Communication ✦ Potential Stressors ✦ Detaching
Module 8	Assessing Performance <ul style="list-style-type: none"> ✦ Assessment Process ✦ Coaching ✦ Feedback ✦ Pass/Fail Guidelines ✦ Role Plays
Module 9	Supervisor as Trainer and Coach <ul style="list-style-type: none"> ✦ Introduction ✦ Objectives ✦ Being a Coach/Trainer ✦ An Adult Learner ✦ Giving Effective Instruction ✦ Feedback

Module 10	A Healthy Approach to Relay <ul style="list-style-type: none"> ♣ Learning Continuum ♣ Adult Education ♣ Dale's Cone of Experience ♣ Elements of Lesson Design ♣ Preparation for Training ♣ Warm Ups ♣ Voice Inflection ♣ Handling Interruptions ♣ Prep for Final ♣ Hearing Thru (TDD - Voice) ♣ Hearing Thru (Voice - TDD) ♣ Voice Thru (TDD - Voice) ♣ Voice Thru (Voice - TDD) ♣ Audiotext ♣ Information Lines ♣ Business Answering Machines ♣ Residential Answering Machines ♣ Beepers ♣ Spanish Answering Machine ♣ TTY Answering Machine
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Speech-to-Speech Training Outline

Module 1	Orientation <ul style="list-style-type: none">✦ Objectives✦ Welcome & Introductions✦ Description✦ History	What is Speech to Speech Differences from Relay Agent Training
Module 2	Speech to Speech Customers <ul style="list-style-type: none">✦ Objectives✦ Introduction✦ Phone Image✦ Characteristics of Speech to Speech Customers✦ Breaking the Stereotypes	Varying Speech Patterns Voice Synthesizers Types of Calls Transparency & Confidentiality Phrases
Module 3	Attributes of STS CAs <ul style="list-style-type: none">✦ Objectives✦ Patience✦ Concentration✦ Listening Skills	Caller Control Sensitivity and Understanding
Module 4A	Call Processing Procedures <ul style="list-style-type: none">✦ Objectives✦ Your Role as CA✦ Billing✦ Directory Assistance✦ Changing CAs	
Module 4B	Answering Machines and Audiotext <ul style="list-style-type: none">✦ Answering Machines✦ SA to SD Answering Machine✦ Busy/Disconnects✦ Audiotext Message✦ Pagers/Beepers	
Module 4C	Emergency Call Processing <ul style="list-style-type: none">✦ Emergency Services✦ EM Numbers✦ Emergency Incident Form	

Module 4D**Variations**

- | | |
|---------------------------------|----------------------|
| ✦ Outbound to Relay | Using GA |
| ✦ Personal Conversations | Spelling |
| ✦ Operator Calls | Announcement |
| ✦ Talking on Hold | 900 Calls |
| ✦ Keeping the Customer Informed | Request to Hold |
| ✦ Differentiating STS and Relay | SD to SD through STS |
| ✦ Outdialing to STS | Non STS Calls |
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Sprint CapTel Training Outline

1.0 Training Summary Outline

1.1 Introduction/Tour

Introductions: Lead trainer, training assistant, Call Center director, and other administrative personnel that may be involved in the first day of training. Prospective CAs are given a tour of the building and the facilities. Each individual is given a security passkey and shown how to use it. The CTI building is a secured facility and the passkey is needed to enter the parking lot after normal business hours, enter the building and gain access to the Call Center floor by stairway or elevator.

1.2 Human Resources Overview

The Human Resource coordinator meets with each group to go over required employment paperwork for the State of Wisconsin, Call Center policies, non-disclosure agreement, confidentiality requirements, expected standards that must be met to pass out of training, and current scheduling needs.

1.3 Videos

Several videos are shown to better demonstrate the job of a CA and how the technology works and how it provides improved communication for our clients. After each video, questions are answered or clarified as needed.

1.4 Mini Demonstration CapTel Phone

A brief explanation of the *CapTel* phone and the captioning system is given including commonly used terminology when referring to each party involved in a call. Each trainee is then able to place a short call to experience using the *CapTel* phone. This helps individuals to better understand what we are asking them to provide our clients and what the client experiences.

1.5 Introduction - Developing a Personal Voice Profile

Developing a personal voice profile is the most important step to successfully process *CapTel* calls. CAs are given specific instruction as to how to speak, how to sit, and how to utilize the computer and headset to gain optimal accuracy.

1.6 Introduction - Training Program

The *CapTel* training program allows individuals to listen to various pre-recorded scripts and "re-voice" what they hear directly into the recognition program. Individuals are coached to focus on developing the proper re-voicing technique. This simulates the conversation or voice of the hearing person and having to repeat those words to the computer accurately. Through the progression of various training scripts CAs work to improve their speed of speech while maintaining accurate pronunciation of words based on each script.

1.7 Introduction - Call Handling Tools

Macros are utilized to aid in the speed and accuracy of calls. CAs listen to pre-recorded scripts that consist mainly of macro type words and learn to utilize the macros accordingly.

1.8 Introduction - Call Handling Skills –Pacing a Conversation

CAs are introduced to further call handling skills that allow them to pace various calls in order to provide accurate captions.

1.9 Introduction - Call Handling Skills – Inserting Words

CapTel trains its CAs to insert particular words that the Voice Recognition is not able to caption successfully or in a consistent manner. These words include such things as people's names and regional cities and towns.

1.10 Introduction – How to Handle Various Recordings

CAs are introduced to various types of calls and how to handle each. The importance of verbatim transcription, confidentiality, accuracy and speed are reviewed. CAs view a demonstration by the training assistant, and then each CA is assigned scripts relating to answering machines and automated recordings.

1.11 Introduction & Demo of *CapTel* Conversation

Each trainee observes each end of the "telephone call", (CA, *CapTel* user, hearing person). Each CA assists in making "live" calls to other trainees. This encourages each CA to observe and experience what our clients experience on every call. It also allows the CA who is captioning an opportunity to practice their learned techniques on more realistic, true to life calls.

2.0 Introduction to Call Simulation

Live call simulation allows CAs to gain exposure to real incoming calls landing on the production floor, however they do not interfere with the quality of captions going to the *CapTel* user. New CAs are paired with experienced CAs on the production floor to observe and listen to live calls.

2.1 Call Simulation-Timings

CAs are placed into a rotation of call simulation and receive their first official timing for speed and accuracy baseline timings provide a progress report for each CA and develop a list of improvement areas. This measures the quality and accuracy of re-voicing.

2.2 Review of Baseline Timings

Training Scripts are assigned to the group. One at a time, each CA meets with the trainer to review their baseline timings. Feedback and review of standards and expectation are given.

2.3 Introduction to Correction Tool

The correction tool is introduced to provide CAs with another opportunity to provide the highest quality captions.

2.4 Review Training Elements

CAs meet as a group with the trainer to review the various elements that enable them to provide the quality of captions we expect from each CA.

3.0 Monthly Timing Policy

CTI's monthly timing policy is reviewed with all CAs. The importance of successfully passing these timings is emphasized.

3.1 Call Simulation-Timings

CAs are placed into a rotation of call simulation and receive an official timing. This second timing is a base-line timing in which re-voicing accuracy and call handling skills along with the ability to correct errors are evaluated. Each CA is unaware of when the timing will occur.

4.0 Production Floor Orientation

Current supervisors meet with the group of CAs to go over specific Call Floor procedures, expectations, break adherence, time clock, lockers, emergency plans, and point of contact individuals for questions and assistance.

CAs continue to progress onto the production floor and practice in the training room as needed. CAs are timed each day and progress is reviewed until a CA meets the expected standards or it is determined the individual is not suited for the position. Action is taken as necessary.

Video Relay Service Training Outline and Qualifications

All Sprint VRS interpreters are qualified and will adhere to the Registry of Interpreters for the Deaf (RID) Code of Ethics. The VRS interpreter qualifications are listed below:

- Certified by the NAD at levels III, IV, or V or certified by RID as IC/TC, CI, CSC, LSC or MSC or demonstrated State equivalent. (Note: In rare instances, VIs may process Sprint VRS calls prior to certification based on qualifications and interpreting skills).
- Possess English language skills at a college level.
- Observe strict confidentiality guidelines using RID's Code of Ethics.
- Function in a totally transparent mode.
- Possess strong receptive and voicing skills.
- Possess sensitivity to the needs of the Deaf, Hard of Hearing and hearing parties
- Have a wide range of experience working in the deaf Community utilizing ASL, PSE and Signed English Community utilizing ASL, PSE and Signed English communication modes in social, economic, and educational settings.
- Possess interpreting experience for persons who have minimal language skills.
- Possess computer literacy, including familiarity with current Windows operation system, and be able to operate computer and video equipment.
- Exhibit superior customer service skills.
- Posses the skill to conduct video interpretation sessions with a wide range of individuals.
- Have a good command of English grammar and composition.
- Possess clear and articulate voice communications.
- Be familiar with speech and disability cultures, languages, and etiquette.
- Possess the ability to work under pressure.
- Be capable of working in a multi-tasked environment.
- Have the skill to conduct telephone conversations with a wide range of individuals.
- Be a citizen of the U.S. or an alien who has been lawfully admitted for permanent residence as evidenced by the INS Permanent Resident Card (INS Form I-551).
- Successfully completed, as a minimum, training to include deaf culture, American Sign Language, sensitivity to the capabilities and needs of people with speech impairments, the VI's role in the relay process, and training in interpersonal skills to handle difficult or stressful conversations.
- Beginning college level skills in English grammar and diction.

Appendix C: TRS Pledge of Confidentiality

RELAY CENTER CODE OF ETHICAL BEHAVIOR

AS PART OF THE RELAY SERVICES ORGANIZATION, ALL EMPLOYEES, CONTRACTORS AND VISITORS ARE BOUND TO THE LAWS OF THE STATE AND THE FOLLOWING GUIDELINES:

1. ALL TELECOMMUNICATIONS RELAY SERVICE CALL RELATED INFORMATION IS TO BE STRICTLY CONFIDENTIAL. The employee, contractor or visitor shall not reveal any information acquired during or observing a relay call. Any call-related questions or problems are to be discussed with management.
2. NOTHING IS TO BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. The employee shall transmit exactly what is said in the way that it is intended in the language of the customer's choice.
3. NOTHING IS TO BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. The employee shall not advise, counsel, or interject personal opinions, even when asked to do so by the consumer.
4. TO ASSURE MAXIMUM USER CONTROL, THE EMPLOYEE WILL BE FLEXIBLE IN ADAPTING TO THE CONSUMER'S NEEDS.
5. EMPLOYEES WILL STRIVE TO FURTHER COMPETENCY IN SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.

I have read and understand the Relay Center Code of Ethical Behavior. I agree to comply with this Code and any applicable State and Federal laws pertaining to Telecommunications Relay Services and understand that failure to do so will lead to company disciplinary action that may result in my termination and criminal prosecution.

EMPLOYEE/CONTRACTOR/VISITOR SIGNATURE DATE

MANAGER/SUPERVISOR SIGNATURE DATE

CapTel CA Pledge of Confidentiality

Confidentiality Policy

- I will not disclose to any individual (outside of a member of the *CapTel* management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any *CapTel* call.
- I will not act upon any information received while processing a *CapTel* call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at *CapTel* Inc.
- I will not share any information about *CapTel* calls with anyone except a member of the *CapTel* Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at *CapTel* Inc. after my employment ends.
- I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the *CapTel* Inc. management staff.
- I will not share with anyone any technical aspect of my position at *CapTel* Inc. unless asked by a member of the *CapTel* Inc. management staff.

- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at *CapTel* Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name

Date

Appendix D: E 911 Call Procedure

Sprint uses a system for incoming emergency calls that automatically and immediately transfers the relay user to the nearest Public Safety Answering Point (PSAP). Sprint considers an emergency call to be one in which the user of the relay service indicates they need the police, fire department, paramedics, or ambulance. The following steps will be taken to connect the caller to the correct PSAP:

- The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, will hit a "hot key".
- The CA's terminal sends a query to the E911 database containing the caller's geographic area ANI.
- The database responds with the telephone number of the PSAP that covers the geographic source of the call, and then, automatically dials the PSAP number, and automatically passes the caller's ANI to the E911 service center.

The CA remains on the line until emergency personnel arrive on the scene unless previously released by the caller. The CA also verbally passes the caller's ANI onto the E911 center operator. If the inbound relay caller disconnects prior to reaching E911, the CA will stay on the line to verbally provide the caller's ANI to the E911 center operator.

When a CapTel user dials 9-1-1, Sprint will route the call directly to the most appropriate PSAP. The 911 PSAP center will receive the caller's Automated Number Identification and Automated Locator Identification. If the call is disconnected, the 911 center will call the CapTel user back.

If a CapTel user had only one line connected to their CapTel phone, captions will not be engaged on the call. A prompt on the phone will instruct the CapTel user how to communicate with the 9-1-1 center to request Voice-Carry-Over communications to begin. The PSAP would be engaged in typing directly to the user, and the user would be able to speak to the 911 dispatcher.

Appendix E Sprint Carrier of Choice Letter of Invitation



(date)

(name)

(Company name)

(address)

(telephone)

(fax)

(e-mail address)

Re: (Customer's name and phone number – requested LEC for
COC)

Thank you for your interest to complete (Company Name) Long Distance calls with Sprint Telecommunications Relay Service (TRS). As the default Toll carrier for processing relay calls in more than thirty-two states (32), Sprint currently transports the traffic of customers who have selected you as their Toll carrier. However, many of your customers would prefer to use (Company Name) LD for their toll calls. At present, Sprint TRS is unable to send the toll calls from the regional centers or state access tandem to your network. Hence, this letter is being written to make you aware of a potential service-impacting issue regarding TRS calls and measures your company can take to ensure your customers' toll calls are completed through TRS.

The Americans with Disabilities Act of 1990 mandate TRS, and TRS standards are established and are monitored by the Federal Communications Commission (FCC). TRS is a service that links telephone conversations between standard (voice) telephone users and people who are deaf, hard of hearing, deaf-blind, or speech disabled using Text Telephone (TTY) equipment. The State Public Utilities Commission manages the day-to-day operations of TRS and has contracted with Sprint Corporation to provide relay service in their states.

Both, the Americans with Disabilities Act of 1990 and FCC's Order 00-56 on TRS mandate that all states provide TRS and that TRS users shall have equal access to their chosen interexchange carrier and to all other operator services, to the same extent that such access is provided to voice users. In order to provide this access to your customers, your company is encouraged to submit a letter of authorization to accept TRS calls from Sprint.

Attachment A lists the facility-based providers who currently participate at Sprint TRS Carrier of Choice program. If your company (or your facility based provider) is not currently listed, please review the following and determine the appropriate follow-up action needed to be taken:

Facility-based provider

1. If you are a participating member at Sprint Carrier of Choice program, please disregard.
2. If you are not a participating member at Sprint Carrier of Choice program, you need to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below).

Non-facility based provider

If your underlying toll carrier is a participating member at Sprint Carrier of Choice program, Sprint can implement the IXC brand name and pass the toll call information to the underlying carrier's CIC code. Please submit a letter of authorization that would advise Sprint to implement the carrier brand name and to send the toll call information to its underlying toll carrier.

1. If your underlying toll carrier is not a participating member at Sprint Carrier of Choice program, you will need to work with your underlying toll carrier to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below).

Before you submit a letter of authorization to Sprint TRS, please consider the following four factors:

Your CIC codes or your underlying toll carrier CIC codes associated with 1+, 0+, and 0- and International dialing must be loaded into the regional (and/or state) access tandems.

1. You or your underlying toll carrier will need to support SS7 tandem interconnection.
2. You or your underlying toll carrier will need to ensure that your translation tables are updated in order to appropriately receive, rate, and bill Sprint calls per Bellcore industry standards. Sprint calls are designated as ANI II Digit Pair 60, 66, and 67.
3. If you utilize more than one underlying toll carrier to carry the toll traffic, select a single toll carrier that will accept Sprint traffic.

Note: For detailed information regarding access tandem interconnection and carrier of choice provisioning through Sprint, please refer to ATIS/NIIF-008, the "Telecommunications Relay service – Technical Needs" document.

Attachment B lists Access Tandem Interconnection locations which Sprint TRS is connected with. The best way to provide access to your Toll network through relay service for your customers is to designate the 13 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off Toll relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with minimal time delay, routed to your network. Should you not have a presence at one or more of the Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem. *Attachment C* is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Carrier of Choice program, Sprint will schedule translation updates in the next available release (usually 45 to 90 days). **Information obtained from the carriers will be used solely for the purpose of providing equal access for (Company Name) LD customers and shall be held proprietary.**

Sprint welcomes your company's participation in our TRS Carrier of Choice program at **no cost** to you if your company has network presence at any of our listed regional center/state access tandem locations. Your participation at the Sprint Carrier of Choice program will create a win-win situation for our customers. Through Sprint, as the relay provider, customers will be able to enjoy uninterrupted service and your company will be able to generate additional revenue. Thank you for your prompt attention to this matter. If you have any questions concerning with the letter, please do not hesitate to call (Account Manager) at (phone number) or email at (e-mail address).

Sincerely Yours,

(your name)

CC: Michael Fingerhut, Federal Regulatory, Sprint

Angela Officer, Program Manager, Sprint

Attachment A

Current participating members (facility-based providers) at Sprint TRS Carrier of Choice:

<u>Entity</u>	<u>CIC Code</u>
AT&T Communications	0288
Bell South Long Distance	0377
Bestline	0302
Birch Telecom	0678
Broadwing Communications	0948
Broadwing Telecommunications	0071
Cox Communications	6269
Excel Telecommunications, Inc.	0752
Global Crossings Telecommunications	0444
MCIWorldCom	0222
McLeod USA	0725
Qwest Communications	0432
SBC Communications Long Distance	5792
Souris River Telecommunications	0770
Sprint	0333
Telecomm*USA (MCIWorldCom)	0220, 0321, 0835, 0987
Touch America Services, Inc.	0244
U.S. Link	0355
VarTec dba Clear Choice Communications	0636
VarTec Telecom, Inc.	0465, 0638, 0811, 0899, 5111
Verizon Long Distance	5483
Winstar	0643
Working Assets	0649
WorldCom	0555, 0987
WorldXChange	0502, 0834

Updated: 8/12/07

Attachment B

Access Tandem Interconnection Locations

State	Access Tandem	Tandem CLLI	Tandem LEC
Missouri	Kansas City	KSCYMO5503T	SBC
Texas	Ft Worth	FTWOTXED03T	SBC
North Carolina	Charlotte	CHRLNCCA05T	Bell South
South Carolina	Charleston	CHTNSCDT60T	Bell South
New York	Syracuse	SYRCNYSU50T	Verizon
Ohio	Dayton	DYTNOH225GT	Ameritech
South Dakota	Sioux Falls	SXFLSDCO09T	Qwest
North Dakota	Bismarck	BSMRNDBC12T	Qwest
Arkansas	Little Rock	LTRKARFR02T	Southwestern Bel
Florida	Miami	NDADFLGG01T	Bell South
California	Sacramento	SCRMCA0103T	Verizon / Pac Bel
Colorado	Denver	DNVRCOMA02T	Qwest
Illinois	Chicago	CHCGILNE50T	Ameritech
Minnesota	Owatonna	OWTNMNOW12T	Qwest
Wyoming	Cheyenne	CHYNWYMA03T	Qwest

Updated: 8/12/07

Attachment C

S A M P L E Letter of Authorization

<DATE>

<Name>, Account Manager

<Street1> <Street2>

<City>, <State> <Zip Code>

FAX: <Fax. No.>

This letter of authorization has been issued to give Sprint TRS permission to send < Toll Carrier Company Name > toll traffic associated with 1+, 0+, and 0- and International dialing through Sprint TRS at the < Regional COC Tandems >.

1. Regional COC Tandems

You will need to provide Sprint with the following:

Toll Carrier: <insert name>

CIC Code: <insert CIC>

Underlying Toll Carrier: <insert name>

Underlying Carrier CIC Code: <insert CIC>

Choose Tandem Below

State	Access Tandem	Tandem CLLI	Tandem LEC
Missouri	Kansas City	KSCYMO5503T	SBC
Texas	Ft Worth	FTWOTXED03T	SBC
North Carolina	Charlotte	CHRLNCCA05T	Bell South
South Carolina	Charleston	CHTNSCDT60T	Bell South
New York	Syracuse	SYRCNYSU50T	Verizon
Ohio	Dayton	DYTNOH225GT	Ameritech
South Dakota	Sioux Falls	SXFLSDCO09T	Qwest
North Dakota	Bismarck	BSMRNDBC12T	Qwest
Arkansas	Little Rock	LTRKARFR02T	Southwestern Bel
Florida	Miami	NDADFLGG01T	Bell South
California	Sacramento	SCRMCA0103T	Verizon / Pac Bel
Colorado	Denver	DNVRCOMA02T	Qwest
Illinois	Chicago	CHCGILNE50T	Ameritech
Minnesota	Owatonna	OWTNMNOW12T	Qwest
Wyoming	Cheyenne	CHYNWYMA03T	Qwest

1. **Call Type Restrictions**

< Toll Carrier Brand Name > will accept any intrastate, international and operator services call types that will be routed to the < tandem location(s) > tandems.

OR

< Toll Carrier Brand Name > will accept any (*specify intrastate, interstate, international, and operator services*) call types except for (*specify what call types and restrictions*) that should not be routed to the < tandem location > tandems.

If there are any questions regarding this letter of authorization, please contact < Name >, < Job Title >, < Department Name > at xxx-xxx-xxxx.

Sincerely, < Name >< Job Title >, < Department Name >

Appendix F: Sprint Route Outage Prevention Programs

Call Before You Dig Program

This program uses a nationwide 800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities. Sprint currently receives in excess of 60,000 calls per month for location assistance over the 23,000-mile fiber network.

Awareness Program

This Sprint program proactively contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages.

Route Surveillance Program

This is a Network Operations department program using Sprint employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes. This activity is performed an average of 11.6 times per month or approximately once every 2-3 days.

Technician Program

Technicians are stationed at strategic locations and cover an area averaging 60 route miles. Each technician has emergency restoration material to repair fiber cuts on a temporary basis. Other operations forces within a nominal time frame accomplish total repair.

Fiber/Switch Trending Program

This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. As a result, Sprint identifies potential equipment problems and monitors performance degradation to establish equipment-aging profiles for scheduled repair, replacement, or elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and put into service. A comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

Network Management and Control Systems

The Sprint network is managed and controlled by a National Operations Control Center (NOCC) located in Overland Park, KS. As a back up, a secondary NOCC is located in Lenexa, KS. The NOCC is designed to provide a national view of the status of the network as well as to provide network management from a centralized point. The NOCC interfaces with the Regional Control Centers (RCCs) to obtain geographical network status. The RCCs are responsible for maintenance dispatch and trouble resolution, and are designed to provide redundancy for each other and back-up status for the NOCC.

The NOCC and RCC work closely with the ESOC in cases where a network problem may affect Arkansas operations. In cases such as these, the NOCC or RCC immediately alerts the ESOC of the situation so that appropriate steps can be taken to minimize service impacts. The NOCC and

RCCs also serve as reference points for the ESOC when problems are detected in the TRS center that are not the result of internal center operations.

Network Management

Commitment to a digital fiber optic network permits Sprint to use a single transmission surveillance protocol to integrate internal network vendor equipment. This enhances Sprint's ability to automate and provide preventive, near real-time detection and isolation of network problems. The controlling principle is identification and correction of potential problems before they affect the Arkansas call capabilities.

Sprint divides the major functional responsibilities, facilities maintenance and network management, into a two-level organization which maximizes network efficiencies and customer responsiveness. The first level consists of the RCCs located in Atlanta and Sacramento. RCC personnel focus on the performance of individual network elements within predetermined geographical boundaries. The second level is the NOCC in Kansas City that oversees traffic design and routing for Sprint's 23,000-mile fiber optic network and interfaces.

This two-level operational control organization, combined with architectural redundancies in data transport and surveillance, control and test systems, ensures an expedited response to potential problems in both switched and private line networks.

In the event of a power outage, the UPS and backup power generator ensure seamless power transition until normal power is restored. While this transition is in progress, power to all of the basic equipment and facilities essential to the center's operation is maintained. This includes:

- Switch system and peripherals
- Switch room environmentals
- CA positions (consoles/terminals and emergency lights)
- Emergency lights (self-contained batteries)
- System alarms
- CDR recording

As a safety precaution (in case of a fire during a power failure), the fire suppression system is not electrically powered. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental control until commercial power is restored.

CAPTEL OUTAGE PREVENTION

Sprint will provide FCC compliant *CapTel* service from the two *CapTel* Service Centers in Madison and Milwaukee, WI. Sprint's *CapTel* vendor *CapTel Inc.* (CTI) operates the two current *CapTel* Service Centers in the nation. These unique Centers operate with enough terminals for 200 agents each, along with support personnel, Technicians, and Supervisors.

Both *CapTel* Service Centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

Having two *CapTel* Service Centers ensures minimum interruptions in service if something unexpectedly halts operations in one Center or the other such as a flood or a tornado. In those instances, traffic from one Center can automatically be routed to the other.

Appendix G: Disaster Recovery Plan

Sprint's comprehensive Disaster Recovery Plan developed for Arkansas details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the Arkansas Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network.

The first line of defense against degradation of Arkansas is the Intelligent Call Router (ICR) technology that Sprint employs. During a major or minor service disruption, the ICR feature bypasses the failed or degraded facility and immediately directs calls to the first available agent in any of Sprint's eleven fully inter-linked TRS Call Centers. State-specific call processing software resides at each of Sprint's Relay Call Centers. Communications Assistants (CAs) are trained in advance to provide service to other States; the transfer of calls between centers is transparent to users.

Beyond the ICR, Sprint's Disaster Recovery Plan details the steps that will be taken to deal with any problem, and restore Arkansas to its full operating level in the shortest possible time.

Arkansas Notification Procedure

To provide Arkansas with the most complete and timely information on problems affecting their TRS, the trouble reporting procedure for Arkansas will include three levels of response:

- A 3-hour verbal report
- A 24-hour status report
- A comprehensive final report within 5 business days

Sprint will notify the Arkansas within three hours if a service disruption of 30 minutes or longer occurs. For service disruptions occurring outside normal business hours, the initial report will be provided by 8:30 AM on the next business day. This initial report will explain how the problem will be corrected and an approximate time when full service will be restored. Within 24 hours of the service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full service to Arkansas has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Arkansas Administrator within five business days of return to normal operation. Examples of service disruption to Arkansas include:

- ACD failure or malfunction
- Major transmission facility blockage
- Threat to Arkansas CA's safety or other CA work stoppage

- Loss of CA position capabilities

Performance at each Sprint relay center is monitored continuously 24 hours a day, seven days a week from Sprint's Enhanced Services Operation Control Center (ESOCC) in Overland Park, KS.

Disaster Recovery Procedures

If the problem is within the relay center serving Arkansas, maintenance can usually be performed by the on-site technician, with assistance from Sprint's ESOCC. If the problem occurs during non-business hours and requires on-site assistance, the ESOCC will page the technician to provide service remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).

Time Frames for Service Restoration

Complete or Partial Loss of Service Due to Sprint Equipment or Facilities

- **Sprint Call Center Equipment** - A technician is on-site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day a technician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.
- **Sprint or Telco Network Facilities** - For an outage of facilities directly serving Arkansas, incoming TRS calls will immediately be routed to one of ten other centers throughout the US. No calls will be lost. Repair of fiber or network facilities typically requires less than eight hours.
- **Due to Utilities or Disaster at the Center** - Immediate rerouting of traffic occurs with any large-scale center disaster or utility failure. Service is restored as soon as the utility is restored, provided the Sprint equipment has not been damaged. If the equipment has been damaged the service restoration for Sprint equipment (above) applies.
- **Due to Telco Facilities Equipment** - A Telco equipment failure will not normally have a large effect on TRS traffic within the state unless it occurs on Telco facilities directly connected to the call center. In this case, normal Sprint traffic rerouting will apply. For a failure at a telco central office - In (CITY), for example, only local (CITY) residents would be affected until the Telco has performed the necessary repairs. For situations like this, it will be at Sprint's discretion to dispatch a technician. The normal Telco escalation procedures will apply. The Telco escalation process is all during the normal business day, therefore, a trouble may be extended from one day to the next.

Trouble Reporting Procedures

The following information is required when a Arkansas user is reporting trouble:

- Service Description ("Arkansas")
- Caller's Name
- Contact Number
- Calling to/Calling from (if applicable)

- Description of the trouble

Service disruptions or anomalies that are identified by Arkansas users may be reported to the Sprint Relay Customer Service 800 number (800-877-0996) at any time day or night, seven days a week. The Customer Service agent creates a trouble ticket and passes the information on to the appropriate member of Sprint's Maintenance Team for action. Outside the normal business day, the ESOC will handle calls from the Customer Service agents 24 hours a day, 7 days a week. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint's 11 TRS Call Centers to respond quickly to any event, including natural disasters.

Mean Time to Repair (MTTR)

MTTR is defined and detailed in Tables A-1 and A-2.

Table A-1 Time to Investigate + Time to Repair + Time to Notify

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair time by Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table A-2 Current MTTR Objectives

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Sprint's Mean Time to Repair is viewed from the customer's perspective. A critical element in the equation is the Time to Notify, because Sprint does not consider a repair complete until the customer accepts the circuit back as satisfactory.

Escalation Procedures

If adequate results have not been achieved within two hours, a Arkansas user may escalate the report to the next level. Table A-3 details the escalation levels.

Table A-3 Escalation Levels

Escalation Level	Contact	Phone
2	Regional Maintenance Manager	Office Phone Number (913) 253-4394 Cell Phone Number Cell Phone 913-484-2263

Service Reliability

Sprint's service is provided through an all-fiber sophisticated management control networks support backbone networks with digital switching architecture that. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network, with significant fiber miles in Arkansas, provides critical advantages over the other carriers. These advantages include:

- **Quality**

Since voice or data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.

- **Economy**

The overall quality, architecture, and advanced technology of digital fiber optics makes transmission so dependable that it costs us less to maintain, thereby passing the savings onto our customers.

- **Expandability**

As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.

- **Survivability**

Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads. Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to Arkansas, and a competitive differentiation of the Sprint network.

Currently, Sprint has over 23,000 miles of its fiber network in place and in service, with a fiber point of presence (POP) in every Local Access Transport Area (LATA). The XXXX LATAs in Arkansas are served by XXXX Sprint POPs. There are plans for additional fiber mileage, additional POPs, and added route diversity. There are more than 300 POPs in service on the network. With XXXX POPs in the state, all areas will be adequately serviced by Sprint.

Switched services are provided via 49 Northern Telecom DMS-250/300 switches at 29 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's

domestic switched services. Arkansas would primarily be served by the DMS switches in XXXXXXXXXXXXXXXX, with other diversely located facilities also serving Arkansas.

Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies such as Digital Cross-connect Systems, SONET, and Signaling System 7.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control centers. These factors combine to assure outstanding network performance and reliability for Arkansas.

Network Criteria

System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

Sprint Outage Notification from CapTel Service Center

Performance at the *CapTel* Service Center is monitored continuously by CTI technicians 24 hours a day, seven days a week. Sprint will be notified by the *CapTel* Service Center Manager immediately upon determination of any type of natural or man-made problem that causes either:

- A complete (100 percent) loss of the *CapTel* Service Center, OR
- Any partial loss of service in excess of 15 minutes that is service affecting. Examples of such a loss in service include:
 - An accidental switch rebooting
 - Loss of transmission facilities through the telephone network
 - Terrorist attack
 - Bomb threat or other work stoppage
 - Sudden loss of agent position capabilities.
 - Impact to minimum ASA / Speed of Answer times
 - Acts of God

Contact from the *CapTel* Service Center Manager or designated CTI contact person will be made to the assigned contact people at Sprint immediately upon awareness of an outage meeting the above criteria, 24 hours a day, seven days a week including holidays with the following documentation:

- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?
- 3) Which customers are (or were) impacted?
- 4) What is (was) the solution to restore service?
- 5) What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint Procedure for Outage Notification to Contract Administrators during Business Hours

Upon receiving notification from CTI during business hours (8AM to 5PM CT), Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore	Relay Program Management Mgr	P: (925) 468-4345 M: (925) 895-9176 E: John.E.Moore@sprint.com
2	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: Angela.Officer@sprint.com
3	Assigned On-Call Relay Program Manager	Relay Program Manager	Assigned as necessary

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.

In cases of partial loss of service, such as several inoperable CA positions or, local area network outages, the *CapTel* Center on-site technician will notify *CapTel* Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 15 minutes will be email to the state Contract Administrator.

If the problem is within the *CapTel* Center, maintenance can usually be performed by the on-site technicians. Hardware spares are retailed at the *CapTel* Service center to allow for the most common type of repair required without the ordering of additional equipment.

Sprint Procedure for Outage Notification to Contract Administrators outside of Business Hours

Upon receiving notification from CTI outside of business hours (5PM to 8AM CT, Monday through Friday, and all day Saturday, Sunday and holidays), John Moore (or Angie Officer) will notify Contract Administrators immediately by email of an outage if possible, but by no later than 8AM CT the next business day. Follow-ups and post-mortem will still be provided within the required guidelines.

Disaster Recovery Follow-Up

Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with *CapTel* Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

Disaster Recovery Post-mortem documentation

72 hours (3 days) after the outage is resolved, CTI will need to provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point of contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.

- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?
- 3) Which customers are or were impacted?
- 4) What is the solution to restore service?
- 5) What is the time that service will be or was restored IN CENTRAL TIME?
- 6) What will *CapTel*, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

Time Frames for Service Restoration

Complete loss of service due to equipment -

- Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.
- Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).

Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:

- Two hours at first level
- Four hours at second level
- Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

Partial loss of service – Due to Equipment

- Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
- Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.

Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:

- Eight hours at first level
- Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

Trouble Reporting Procedures (for Individual Customers to Customer Service)

All calls concerning customer service issues should be placed by dialing the *CapTel* Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English only. A Customer Service agent will take information concerning:

- Caller's Name
- Contact Number
- Calling to / Calling from (if applicable)
- Description of the trouble

Report service affecting trouble to Customer Service during normal business hours, 8:00 AM to 5:00 PM Central Time, Monday through Friday. Normal business hours do not include Saturday, Sunday, and holidays.

Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 captel@captelmail.com
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 Pam.Holmes@captelmail.com
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(877) 437-4660 Pam.Frazier@captelmail.com

Table 4 – CapTel Customer Service Escalation Procedures

Hours outside the normal business day are 5:00 PM to 8:00 AM Central Time for every day of the week (Monday through Friday), and all day Saturday, Sunday, and holidays. Outside of normal business day hours, a recording will play and trouble calls can leave a message for customer service to follow up during the next business day.

The recording played to customers outside of CapTel customer service business hours:

Thank you for calling CapTel customer service. Our hours are Monday through Friday

from 8AM to 5PM central time. You may try again during business hours or leave a

voice mail message by pressing 3 now.

If the "3" button is pressed, then the customer will hear the following message:

Thank you for calling CapTel customer service. We are unable to take your call at this time. Please leave a detailed message with your name and phone number with area

code, or email address, and a reason for your call, and one of our representatives will return your call as soon as possible.

Alternative usage for CapTel phone during outage for VCO users.

CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.

In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 711 (user must dial only 711 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call.

Mandatory Features	Description of Feature	Cost
Name and Address	This information could save valuable time when calling emergency services	No Additional Cost
Long Distance profile	Callers' preferred Carrier for in-State and out-of-state long distance calls. Callers can also indicate their preferred billing option when placing long distance calls.	No Additional Cost
Frequently Dialed Numbers	This feature allows users to set up and access "speed dial" calls through the Relay.	No Additional Cost
Outdial Information	This feature allows the CA to be aware as to how the caller answers the phone and which language type they will communicate in	No Additional Cost
Customer Notes	This feature informs the CA of special requests to handle calls i.e. "do not announce the service", preferred CA gender, etc	No Additional Cost
Outdial Restrictions	Callers may restrict the type of call i.e. long distance, international, 900, etc. to be placed through the Relay	No Additional Cost
Emergency Numbers	Callers may enter emergency numbers such as fire, doctor, police, etc. to expedite the emergency call processing.	No Additional Cost
Customized 800 Access	Each State has dedicated Relay 800 numbers to access the Relay service	No Additional Cost
Deaf-Blind Pacing (Slow-typing)	This feature provides functionality that automatically slows the transmission of data to Deaf-Blind users. The default speed is 15 wpm and the speed can be increased at the caller's request in 5-wpm increments.	No Additional Cost
Delayed Call Announcer	Sprint sends a delayed call announcer when the call is not answered within 30 seconds. The feature alerts Relay callers that they are on-line and on hold for next available CA	No Additional Cost
Dialed Number Verification	This feature echoes the number being outdialed and the call type in the TTY Dial string macro. This feature helps TTY callers know if a number has been misdialled and the type of call they are placing	No Additional Cost
Directory Assistance (Intrastate/Interstate)	This feature allows Relay callers to reach Directory Assistance at rates no greater than that of traditional voice users. When the number is obtained, the caller may choose to place the call through the Relay or dial direct	No Additional Cost
Emergency Assistance	This service provides emergency assistance for Relay callers through Sprint's E911 database and/or their Customer Database profile	No Additional Cost
Enhanced Modems	Sprint's TRS modems support enhancements in ASCII communication protocols. The capabilities of Sprint's modems include auto detection; connections with modems up to 14.4k; and faster ASCII detection (3 seconds)	No Additional Cost
Error Correction	Sprint Relay workstations are equipped with the Error Correction capability to automatically correct common typographical errors and spell out abbreviations, while increasing typing speed and reducing conversational minutes	No Additional Cost
Gender ID	This feature provides the gender of CAs in the TTY greeting macro	No Additional Cost

Mandatory Features	Description/Details	Cost
Hearing-Carry-Over (HCO)	HCO allows speech-disabled or mute users with normal hearing to listen to the person they are calling. The HCO user types his/her conversation for the CA to read and voice to the standard (voice) telephone user.	No Additional Cost
HCO-HCO	HCO users can contact HCO users through the Relay. The CA will voice to both parties what is typed on each user's TTY.	No Additional Cost
HCO Permanent Branding	The permanent branding enables HCO callers to listen during call set-up. The HCO brand greeting macro is: [STATE]RELAY 1234F YOU MAY HEAR VOICE OR USE TTY GA	No Additional Cost
HCO-TTY	HCO users can contact TTY users through the Relay. HCO users can listen while the CA is reading/voicing the TTY user's typed message. The HCO user types their conversation directly to the TTY user.	No Additional Cost
Voice-Carry-Over (VCO)	VCO allows Deaf or Hard-of-Hearing people who prefer to use their own voice to speak directly to the party they are calling. The CA types the voiced responses back to the VCO user who can read the typed messages across the TTY screen.	No Additional Cost
Two-line VCO	This feature allows VCO callers with two telephone lines to use one line to speak directly to the hearing person while the other line is used to receive the CA's typed responses simultaneously. Two-Line VCO offers a more natural flow of conversation without pauses required with single line calls.	No Additional Cost
Reverse 2-Line VCO	This feature is similar to Two-line VCO. In R2LVCO, a VCO user receives a call from a voice user first then dials/connects the Relay CA.	No Additional Cost
VCO-HCO	VCO users can contact HCO users through the Relay. The VCO user speaks directly to the HCO user and the HCO user types their conversation directly to the VCO user.	No Additional Cost
VCO-VCO	VCO users can contact other VCO users through the Relay. The CA listens to VCO users speak and type the spoken words for the parties at both ends.	No Additional Cost
VCO-TTY	VCO users can contact TTY users through the Relay. The VCO user can use his/her own voice and the CA will listen to the VCO caller's spoken words then type the message to the TTY user. The TTY user types directly to VCO user without any CA interaction.	No Additional Cost
VCO w/ Privacy/NO GA	This is similar to the standard VCO feature however; the CA will not hear the VCO caller speaking through the Relay. The CA will only type voiced responses back to the VCO user.	No Additional Cost
VCO Permanent Branding	This feature enables VCO callers to set-up the call without typing. The permanent VCO brand greeting macro would be: [STATE]RELAY 1234F VOICE (OR TYPE) NOW GA	No Additional Cost
Inbound International	From any international destinations outside of United States, callers can reach the Relay through Sprint's international inbound 10-digit number- 605-224-1837	No Additional Cost
Intelligent Call Router	Dynamic Call Routing technology automatically and seamlessly routes Relay calls to the first available English or Spanish CA in the network.	No Additional Cost
Intercept Message	This feature provides intercept messages in voice and TTY in event of system failure occurrence within the Relay switch, Center, or outbound circuits.	No Additional Cost

Mandatory Features	Description	Cost
Last Number Redial	Relay users can request the CA to redial their last number. Sprint TRS is designed to store the user's last number dialed and it is dialed upon the user's command, "LAST NUMBER REDIAL PLS GA" OR "LNR GA"	No Additional Cost
Local/Extended Area Service	Callers who subscribe to extended area service plans will receive equivalent service through the Relay.	No Additional Cost
Machine Recording Capabilities	This feature reduces redials when CAs receive audio-text interaction machines. In most cases, it allows the callers to receive all of the information on the first call and eliminates the number of redials.	No Additional Cost
Restricted 800/888/877/866/855	This feature allows Relay callers to reach regionally restricted or regionally directed 800/888/877/866/855 toll-free numbers.	No Additional Cost
Spanish-to-Spanish	Sprint offers Spanish Services, which offers Spanish-to-Spanish Relay service, which are handled by proficient bilingual (Spanish) CAs. Their workstations are modified to provide macros and other functions to the caller in Spanish.	No Additional Cost
Speech Disabled Indicator	The command "S" typed by a Speech-Disabled person would inform the CA that a Speech-Disabled person is on the line.	No Additional Cost
Speech-to-Speech	This service enables Speech-Disabled customers to use their voice, with assistance from CA if necessary, to communicate with each other through the Relay.	No Additional Cost
Text/Voice Transmission	This feature offers the ability to toggle between inbound TTY, ASCII, TurboCode™, and Voice calls.	No Additional Cost
Toll Discounts	When calls are carried over the Sprint network, intrastate calls are typically discounted by 35% Day, 25% Evening, and 10% Night/ Weekend off intrastate MTS rates and interstate calls are discounted by 50% off interstate MTS rate. State specific requirements may result in a change to the standard discounts.	No Additional Cost
Transfer Gate capabilities	Sprint's system has the capability of transferring Relay callers to English TTY Operator Service and Relay 24-hour Customer Service.	No Additional Cost
TRS Customer Service	Relay users can reach Sprint's TRS Customer Service, which is available 24 hours-a-day, 7 days-a-week to request information, or to offer commendations and submit complaints. The toll-free number is: 1-800-676-3777 TTY/Voice/ASCII/Spanish.	No Additional Cost
TTY Operator Services (OSD)	Sprint's TTY Operator services can complete TTY-to-TTY calls; obtain Directory Assistance information; or receive credit for erroneous billing. The toll-free number is: 1-800-855-4000.	No Additional Cost
TurboCode™	This feature allows enhanced baudot transmission speed up to 110 words-per-minute. It enables TTY callers with TurboCode™ capability to interrupt during the transmission of the call.	No Additional Cost
Variable Time Stamp Macro	This feature (macro) enables Relay callers to know when their called party had disconnected and relays the last spoken words.	No Additional Cost
Voice Call progression	This system upgrade allows Voice or HCO callers to listen during call set-up i.e. ringing, busy.	No Additional Cost
Voice Gender ID	This feature (macro) informs the outbound TTY caller the gender of their caller.	No Additional Cost

Mandatory Features	Description/Details	Cost
Pay-Per-Call	Sprint provides access to Pay-Per-Call Services (900) via a toll-free 900 number which observes LEC restrictions so that customers do not have to register blocks with the Relay	No Additional Cost
7-1-1	With cooperation of Local Exchange Companies, the Relay can accept 711 calls.	No Additional Cost

Appendix I: Policy on 10- and 15-Minute Rule

Sprint understands that a change of CAs can interrupt the natural call flow. Therefore, Sprint strives to keep the same CA dedicated to each call. Sprint will ensure that the CA remains on the call for at least 10 minutes (or 15 minutes for Speech-to-Speech call). If a change of CA is unavoidable, CAs are trained to make this transition as smoothly as possible and will inform both parties.

A CA change may occur for the following reasons:

- Customer requests change of CA
- End user verbal abuse of CA or obscenity towards CA
- The call requires a specialist (Speech to Speech, another language)
- Illness
 - Potential conflict of interest (i.e. the CA identifies an end user as a family member or friend)

In instances where it is necessary to change CAs, a second CA will plug in their headset at the position and watch the call for several minutes in order to assess the "spirit" of the call and make the transition smoother. After several minutes of observation, the second CA will wait until the voice person stops speaking and all conversation has been relayed and will then type to the TTY user:

(CA# CONTINUING UR CALL).

The CA will say to the non-TTY user:

"THIS IS CA # CONTINUING YOUR CALL."

During initial training, trainees are required to practice this procedure. In addition, a training video was developed that clearly shows the procedure and how to ensure it is as smooth as possible.

Appendix J: FCC TRS Mandatory Minimum Standards & Compliance Matrix

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
Provision of Services		
§ 64.603	<p>Each common carrier providing telephone voice transmission services shall provide, not later than July 26, 1993, in compliance with the regulations prescribed therein, throughout the area in which it offers services, telecommunications relay services, individually, through designees, through a competitively selected vendor, or in concert with other carriers.</p> <p>Speech-to-speech relay service shall be provided by March 1, 2001.</p> <p>Interstate Spanish language relay service shall be provided by March 1, 2001.</p> <p>In addition, not later than October 1, 2001, access via the 711 dialing code to all relay services as a toll free call.</p>	<p>Sprint has been a TRS provider since September 1, 1990. As of July 1, 2004, Sprint provides TRS to 32 States, the Federal Government, Common wealth of Puerto Rico, and three resellers.</p> <p>Sprint was the first TRS provider to offer Speech-to-speech relay service (California, 1996)</p> <p>Sprint was the first TRS provider to offer intrastate and interstate Spanish services (Texas, 1991). As a standard offering of TRS, Sprint provides Spanish services to the States. Sprint also is the only TRS provider to offer Spanish-speaking Customer Service.</p> <p>Sprint fully implemented 711 accesses for all of its States on October 1, 2001. Sprint Local and wireless divisions have implemented 711 access on September 15, 2001.</p>
Operational Standards		

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
§ 64.604 A.1	<p>Communications Assistant (CA) Competency Skills</p> <p>CAs are to be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.</p> <p>CAs must be competent skills in typing, grammar, spelling, and interpretation of typewritten ASL, familiarity with hearing and speech disability cultures, languages, and etiquette.</p> <p>Typing Speed - 60 WPM with technological aids</p> <p>Oral-to-type tests</p> <p>VRS 'qualified' Interpreters</p>	<p>Sprint requires that all CAs have a high school graduate equivalency as a minimum qualification for the job.</p> <p>All CAs are tested and evaluated to ensure Relay skills meet the following FCC Guidelines. CA training provides familiarity with hearing, deaf, and Speech-Disabled cultures and ASL translation.</p> <p>Each Sprint CA is required to take the 60 WPM typing test quarterly (four times a year)</p> <p>Sprint administers Oral-to-type tests.</p> <p>Sprint VRS interpreters are qualified interpreters that adhere to RID Code of Ethics</p>
§ 64.604 A.2	<p>Confidentiality & Conversation Context</p> <p>CAs are prohibited from disclosing the content of any relayed conversation regardless of content</p> <p>Certain exceptions are provided for Speech-to-Speech calls.</p> <p>CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim unless specifically requested to do otherwise</p>	<p>CAs are trained and evaluated to ensure all aspects of confidentiality are maintained and conversational context is properly provided.</p> <p>Sprint CAs are prohibited from disclosing any call content.</p> <p>STS CAs are permitted to retain info from a call in order to facilitate the completion of consecutive subsequent calls.</p> <p>CAs relay calls verbatim and do not alter relayed conversation</p> <p>During the annual merit reviews, each CA reviews the confidentiality and code of ethics with his/her team supervisor.</p>
§ 64.604 A.3	<p>Types of Calls</p> <p>CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.</p> <p>TRS shall be capable of handling any type of call normally provided by common carriers.</p>	<p>CAs process all calls and never prohibit sequential calls or limit length of calls</p> <p>Sprint TRS is capable of handling all call types normally provided by common carriers</p>

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
§ 64.604 A.4	<p>Handling of Emergency Calls</p> <p>Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate PSAP.</p> <p>A CA must pass along the caller's number to the PSAP when a caller disconnects before being connected to emergency services.</p>	<p>Via E911 database, Sprint automatically and immediately connects the caller to an appropriate PSAP.</p> <p>CAs pass along the caller's number to the PSAP when the caller disconnects prior to be connected to the emergency service.</p>
§ 64.604 A.5	<p>In-call Replacement of CAs</p> <p>CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of 10 minutes.</p> <p>STS CAs – 15 minutes.</p>	<p>TRS and VRS CAs stay on the call for a minimum of 10 minutes.</p> <p>STS CAs stay on the call for a minimum of 15 minutes.</p>
§ 64.604 A.6	<p>CA Gender Preferences</p> <p>TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.</p>	<p>Sprint users are able to request the gender of the CA. Sprint makes every effort to satisfy this request and to maintain the same gender during transfers.</p>
§ 64.604 A.7	<p>STS Called Numbers</p> <p>STS users must be provided the option to maintain a list of names and phone numbers that the STS user calls. When the STS user requests one of these names, the CA must repeat it and state the phone number to the STS user.</p> <p>This information must be transferred to any new provider.</p>	<p>Sprint offers STS users the option of maintaining a list of names and phone numbers. When the STS user requests a name, the STS CA will repeat the name and the number to user.</p> <p>Sprint will provide the STS user information to any new provider.</p>
Technical Standards		
§ 64.604 B.1	<p>ASCII & Baudot</p> <p>TRS shall be capable of communicating with ASCII & Baudot format at any speed generally in use.</p>	<p>Sprint TRS communicates with Baudot and ASCII in all speeds that are generally in use.</p> <p>The following Baudot codes are available on Sprint TRS' platform: Baudot 45 5, Baudot 50, Turbo Code, and E Turbo Code.</p>

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
§ 64.604 B.2	<p>Speed of Answer</p> <p>TRS shall include adequate staffing to ensure 85% of all calls answered within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold.</p> <p>Abandoned calls shall be included in the speed-of-answer calculation.</p> <p>Speed of Answer is to be measured on a daily basis.</p> <p>The system shall be designed to a P.01 standard.</p>	<p>Sprint ensures that 85% of all calls are answered within 10 seconds and that caller's calls are immediately placed. Sprint does not put calls in a queue or on hold</p> <p>Abandoned calls are included in the speed-of-answer calculation.</p> <p>Speed of Answer is measured on a daily basis.</p> <p>Sprint's system is designed to the P 01 standards</p>
§ 64.604 B.3	<p>Equal Access to IXCs</p> <p>TRS users shall have access to their chosen IXC carrier through the TRS and to all other operator services, to the same extent that such access is provided to voice users.</p>	<p>Sprint provides users with access to their IXC carrier through the Sprint Carrier of Choice program allowing for the same access that is provided to voice users.</p>
§ 64.604 B.4	<p>TRS Facilities</p> <p>TRS shall operate everyday, 24 hours a day.</p> <p>TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.</p> <p>Adequate network facilities shall be used in conjunction with TRS.</p>	<p>Sprint TRS is available 24 hours a day, everyday</p> <p>Sprint has redundancy features that provide functional equivalency, including uninterruptible power for emergency use.</p> <p>Sprint's network facilities are sufficient to ensure that the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience.</p>
§ 64.604 B.5	<p>Technology</p> <p>No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecomm to people with disabilities.</p> <p>VCO & HCO technology are required to be standard features of TRS.</p>	<p>Sprint is the nation's leader in the development and offering of technological features for TRS. Sprint has introduced over fifty key product enhancements including Split Screen ASCII, Customer Database, Turbo Code, E Turbo Code/Dial Through, Gated VCO, Voice call progression.</p> <p>Sprint provides VCO and HCO technology as standard features as well as several variations on these technologies</p>

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
§ 64.604 B.6	<p>Voicemail & Interactive Menus</p> <p>CAs must alert the TRS user to the presence of a recorded message & interactive menu thru a hot key on the CA's terminal.</p> <p>TRS providers shall electronically capture recorded messages & retain them for the length of the call, & may not impose any charges for additional calls that must be made by the user in order to complete calls involving recorded or interactive messages.</p> <p>TRS will handle pay-per-calls.</p>	<p>CAs keep the user informed and notify of the presence of recorded messages and interactive menus. CA positions have hot key functionality that electronically capture recorded messages and retain them for the length of the call.</p> <p>Sprint does not charge for any additional calls necessary to complete call involving recorded or interactive menus</p> <p>Sprint was the first provider to process pay-per-calls (Texas, 1996)</p>
Functional Standards		
§ 64.604 C.1	<p>Consumer Complaint Logs</p> <p>States must maintain a log of complaints including all complaints about TRS to include minimum include the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution.</p> <p>States & TRS providers shall submit to the FCC by July 1 of each year, summaries of logs indicating the number of complaints received for the 12-month period ending May 31.</p>	<p>Sprint maintains a log of all complaints. The log includes all of the required fields including the date, the nature, the date of resolution, and the explanation of resolution</p> <p>Sprint provides summaries of the logs, which indicate the number of complaints received for a 12-month period ending May 31st</p> <p>Sprint has submitted annual summary of Consumer Complaints log report:</p> <p>June 1, 2002-May 31, 2003 June 1, 2003-May 31, 2004 June 1, 2004-May 31, 2005 June 1, 2005-May 31, 2006 June 1, 2006-May 31, 2007</p>
§ 64.604 C.2	<p>Contact Persons</p> <p>States must submit to the FCC a contact person or office for TRS consumer information and complaints about intrastate TRS.</p>	<p>Sprint provides full support, including a primary point-of-contact, to contract administrators to meet FCC requirements.</p>

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
§ 64.604 C.3	<p>Public Access to Info</p> <p>Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions, in phone directories, DA services, & incorporation of TTY numbers in phone directories, shall assure that callers are aware of all forms of TRS.</p> <p>Conduct ongoing education and outreach programs to publicize availability of 711 access.</p>	<p>Sprint follows all FCC requirements for public access to information and publishes in directories, brochures and billing inserts, instructions for TRS including 711 access in phone directories, DA services and the incorporation of TTY numbers in phone directories to assure that callers are aware of all forms of TRS.</p> <p>Sprint regularly provides 711 dialing information in its education and outreach programs</p>
§ 64.604 C.4	<p>Rates</p> <p>TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.</p>	<p>Sprint TRS users pay rates no greater than the rates paid for functionally equivalent voice communication services.</p>
§ 64.604 C.5	<p>Jurisdictional Separation of Costs</p> <p>(i) General, where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set for in the Commission's regulations</p> <p>(ii) Cost recovery, Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism</p> <p>(iii) Telecommunications Relay Services Fund – To be administered by the National Exchange Carrier Association, Inc. (NECA)</p>	<p>(i) Sprint follows FCC requirements in the jurisdictional separation of costs.</p> <p>(ii) Interstate TRS is recovered from all subscribers for every interstate service utilizing the shared-funding cost recovery mechanism</p> <p>(iii) Sprint works with NECA for reimbursement of interstate minutes.</p>
§ 64.604 C.6	<p>Complaints</p> <p>(i) Referral of complaint,</p> <p>(ii) Intrastate complaint resolution,</p> <p>(iii) Jurisdiction of Commission,</p> <p>(iv) Interstate complaint resolution,</p> <p>(v) Complaint Procedures</p>	<p>The Sprint TRS Customer Contact process is fully compliant with all FCC Requirements</p>

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
§ 64.604 C.7	<p>Treatment of TRS Customer Info</p> <p>Future contacts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service, and shall not be sold, distributed, shared or revealed in any other way by the relay provider or its employees, unless compelled to do so by lawful order.</p>	<p>Sprint transfers TRS customer profile data to incoming TRS vendors. The data is provided in usable form at least 60 days prior to the last day of service and is not sold, distributed, shared or revealed in any other way by Sprint, or Sprint employees.</p>
§ 64.605	<p>State Certification</p> <p>Per FCC's Public Notice on TRS State Re-certification released 5/1/02, the FCC requests an application be submitted through State's Office of the Governor or other delegated executive office empowered to provide TRS.</p>	<p>Sprint provides each Sprint TRS state a re-certification packet and assists in the re-certification process.</p>
Availability of SS7 Technology to TRS Facilities	<p>Concluded that TRS providers should have access to SS7 or similar technology to make Caller ID and other benefits available and facilitate provision of TRS. (§16)</p> <p>Concluded that TRS providers are required to observe FCC's rules pertaining to Caller ID and call blocking services. (§22)</p>	<p>Sprint's SS7 platform supports Caller ID services.</p> <p>Sprint complies with all FCC rules pertaining Caller ID and call blocking services.</p>
Transmittal of Calling Party Information	<p>Concluded that when a TRS facility is able to transmit any identifying information to the network, the TRS facility must pass through, to the called party, the number of TRS facility, 711, or, if possible, the 10-digit number of the calling party. The identifying information passed through the TRS facility to the called party is to be determined by the TRS Provider. (§25)</p>	<p>Sprint's SS7 platform transmits the 10-digit number for local and toll calls. Sprint's SS7 platform also will recognize the ID blocking indicators.</p>
Types of Calls	<p>Concluded that the following call types are adopted as mandatory minimum standards of TRS.</p> <p>Two Line VCO Two Line HCO HCO-to-TTY HCO-to-HCO VCO-to-TTY VCO-to-VCO</p> <p>This requirement is waived for Internet Relay and Video Relay Services through December 31, 2007. (§36)</p>	<p>Sprint has provided the VCO and HCO calling combinations since 1996</p>

FCC Order Ref. 90- 571	FCC Requirement	Sprint's Commitment
Handling of Emergency Calls	<p>Required that all TRS facilities be able to pass emergency callers to the appropriate PSAP within twelve months of publication of this Order in the Federal Register (8/24/03). (§142)</p> <p>This requirement has been waived for Internet Relay and Video Relay Services. (under separate Orders for SRO and VRS)</p>	Sprint immediately connects emergency callers to an "appropriate" PSAP as defined by the FCC.
Answering Machine Message Retrieval	<p>This feature allows a TTY user to retrieve voice messages left on his or her voice mailbox or voice answering machine by an incoming call from a third party.</p> <p>Concluded that the answering machine retrieval to be provided on interstate and intrastate basis by 8/24/03. (§162)</p>	Sprint has provided the Answering Machine Retrieval since 1996.
Call Release	<p>Call release allows a CA to set up a TTY-to-TTY call that once set up does not require the CA to relay the conversation.</p> <p>Ruled that once the CA signs off, or be "released," after the two TTY parties are connected, at this point, the call ceases to be a TRS call subject to the per-minute reimbursement." (§168)</p> <p>This requirement is waived for Internet Relay and Video Relay Services. (§176)</p>	<p>Sprint has provided the Call Release feature since 2003.</p> <p>Once a call is "released" from the CA workstation, the call is no longer a relay call and accordingly will not be charged to the state customer</p>
Speed Dialing	<p>Speed dialing allows users to manually store a list of telephone numbers with designated speed dialing codes in the TRS user's consumer profile.</p> <p>This requirement is waived for Internet Relay and Video Relay Services. (§176)</p>	Sprint has provided Speed Dialing or Frequent Dialed Numbers feature since September 1, 1996.
Three-way Calling	<p>Three-way calling feature is generally arranged in one of two ways. (§173)</p> <p>1. The TRS consumer may request that the CA set up the call with two other parties</p> <p>or;</p> <p>2. The second way is to set up a three-way call is for TRS user to connect to two telephone lines at the same time from his or her premises by using the telephone's switch hook (or "flash") button.</p> <p>This requirement is waived for Internet Relay and Video Relay Services. (§176)</p>	Sprint has supported three-way calling capabilities, from the customer's premises, since September 1, 1995

Appendix K: FCC CapTel Mandatory Minimum Standards & Compliance Matrix

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC <i>CapTel</i> Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
§ 64.603	<p>Each common carrier providing telephone voice transmission services shall provide, not later than July 26, 1993, in compliance with the regulations prescribed therein, throughout the area in which it offers services, telecommunications relay services, individually, through designees, through a competitively selected vendor, or in concert with other carriers.</p> <p>Speech-to-speech relay service shall be provided by March 1, 2001.</p> <p>Interstate Spanish language relay service shall be provided by March 1, 2001.</p> <p>In addition, not later than October 1, 2001, access via the 711 dialing code to all relay services as a toll free call.</p>	<p>The Communications Act defines TRS as "telephone transmission services that provide the ability for an individual who has hearing or speech impairment to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing impairment or speech impairment to communicate using voice communication services by wire or radio." Since TRS calls handled via captioned telephone VCO service fall squarely within this definition – i.e. they allow communications between persons with hearing or speech disabilities and persons without such disabilities – we conclude that captioned telephone VCO service falls within statutory definition of TRS. (¶17)</p>	<p>Sprint has been a <i>CapTel</i> provider, on trial basis, since May 1, 2002. On January 1, 2004, Sprint successfully converted <i>CapTel</i> trial into a FCC-complaint <i>CapTel</i> service, first -ever in the TRS Industry.</p> <p>Speech-to-speech relay service for <i>CapTel</i> is waived by FCC. See Section 64.604 A.3.</p> <p>Sprint is also the first <i>CapTel</i> provider to offer intrastate and interstate Spanish services on January 1, 2004.</p> <p>Sprint is able to process inbound 711 calls to include access to <i>CapTel</i> services.</p>
Operational Standards			

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC <i>CapTel</i> Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
§ 64.604 A.1	Communications Assistant (CA) Competency Skills	Requirement applies.	Sprint requires that all <i>CapTel</i> CAs have a high school graduate equivalency as a minimum qualification for the job.
	CAs are to be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.	Use of <i>CapTel</i> 's voice recognition software "is a permissible means ... for achieving the CA's competency skills required by the TRS mandatory minimum standards" (§139).	All <i>CapTel</i> CAs are tested and competent in typing, grammar, and spelling to ensure skills meet the following FCC Guidelines. <i>CapTel</i> CA training provides familiarity with hearing, deaf, and Speech-Disabled cultures.
	CAs must have competent skills in typing, grammar, spelling, and interpretation of typewritten ASL, familiarity with hearing and speech disability cultures, languages, and etiquette.	Waived. Interpreting typed ASL is not applicable.	A captioned telephone user does not type in making a call, therefore is never the opportunity for the CA to have to interpret typewritten ASL.
	Typing Speed - 60 WPM with technological aids	Use of voice recognition technology in the provision of <i>CapTel</i> VCO service "is a permissible means for ... enhancing transmission speed..." (§139)	<i>CapTel</i> 's voice recognition technology transmits above 100 WPM.
		Waived. Permits use of Oral-to-text tests instead.	Oral to text tests are given to all <i>CapTel</i> CAs
	Oral-to-type tests		
§ 64.604 A.2	Confidentiality & Conversation Context		
	CAs are prohibited from disclosing the content of any relayed conversation regardless of content.	Requirement applies.	<i>CapTel</i> CAs are trained and evaluated to ensure all aspects of confidentiality are maintained and conversational context is properly provided.
	CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim unless specifically requested to do otherwise.	Requirement applies.	<i>CapTel</i> CAs are prohibited from intentionally altering a relayed conversation and will relay all conversation verbatim.

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC <i>CapTel</i> Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
§ 64.604 A.3	<p>Types of Calls</p> <p>CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.</p> <p>TRS shall be capable of handling any type of call normally provided by common carriers and can decline calls if credit card authorization is denied.</p>	<p>Waived for outbound calls (§ 46) because the <i>CapTel</i> CA is not involved in call set up and cannot refuse the call (§46)</p> <p>Not waived for inbound calls to a <i>CapTel</i> user made through a TRS facility. However, if call is made directly to the captioned telephone access number no set up is involved and the <i>CapTel</i> CA cannot refuse to call (§46).</p> <p>Requirement applies.</p> <p>Note: The requirement to provide 711 dialing is waived for outbound calls made from a <i>CapTel</i> phone. Inbound 711 calling waived for one year (8/1/03 – 7/31/04).</p> <p>Also STS and HCO are waived (§29).</p>	<p><i>CapTel</i> users dial sequential calls directly therefore there is no way for a <i>CapTel</i> CA to refuse sequential calls or limit length of calls.</p> <p><i>CapTel</i> will not refuse single or sequential inbound calls or limit the length of calls utilizing the service. If an inbound call is made to a captioned telephone user via the captioned telephone access number, set-up is automatic, and thus there is no way for a CA to refuse the call.</p> <p><i>CapTel</i> is capable of handling all call types normally provided by common carriers.</p>
§ 64.604 A.4	<p>Handling of Emergency Calls</p> <p>Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to the nearest PSAP.</p> <p>A CA must pass along the caller's number to the PSAP when a caller disconnects before being connected to emergency services.</p>	<p>Requirement applies.</p> <p>Requirement applies.</p>	<p><i>CapTel</i> user dials 9-1-1. Sprint will route the call <u>directly</u> to the most appropriate PSAP.</p> <p>The 911 PSAP center will receive the caller's Automated Number Identification and Automated Locator Identification. If the call is disconnected, the 911 center will call the <i>CapTel</i> user back.</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC <i>CapTel</i> Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
§ 64.604 A.5	In-call Replacement of CAs CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of 10 minutes.	Requirement applies.	<i>CapTel</i> CAs stay on all calls for a minimum of 10 minutes.
§ 64.604 A.6	CA Gender Preferences TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.	Waived. (§ 36, 47-48).	
§ 64.604 A.7	STS Called Numbers STS users must be provided the option to maintain a list of names and phone numbers that the STS user calls. When the STS user requests one of these names, the CA must repeat it and state the phone number to the STS user. This information must be transferred to any new provider.	Waived. (§29)	
Technical Standards			
§ 64.604 B.1	ASCII & Baudot TRS shall be capable of communicating with ASCII & Baudot format at any speed generally in use.	Waived. (§53-54)	

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC <i>CapTel</i> Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
§ 64.604 B.2	<p>Speed of Answer</p> <p>TRS shall include adequate staffing to ensure 85% of all calls answered within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold.</p> <p>Abandoned calls shall be included in the speed-of-answer calculation.</p> <p>Speed of Answer is to be measured on a daily basis. The system shall be designed to a P.01 standard.</p>	<p>Requirement applies</p> <p>Requirement applies.</p> <p>Requirement applies.</p>	<p>Sprint <i>CapTel</i> ensures that 85% of all calls are answered within 10 seconds and that caller's calls are immediately placed. Sprint does not put calls in a queue or on hold.</p> <p>Abandoned calls are included in the speed-of-answer calculation</p> <p>Sprint <i>CapTel</i> system is designed to a P.01 standard or greater measured on a daily basis</p>
§ 64.604 B.3	<p>Equal Access to IXCs</p> <p>TRS users shall have access to their chosen IXC carrier through the TRS and to all other operator services, to the same extent that such access is provided to voice users.</p>	<p>Requirement applies.</p>	<p><i>CapTel</i> users will be able to choose their IXC carrier through the <i>CapTel</i> Carrier of Choice program allowing for the same access that is provided to voice users.</p>
§ 64.604 B.4	<p>TRS Facilities</p> <p>TRS shall operate everyday, 24 hours a day.</p> <p>TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.</p> <p>Adequate network facilities shall be used in conjunction with TRS.</p>	<p>FCC noted that <i>CapTel</i> is not a mandated service but stated that <i>CapTel</i> is a form of enhanced VCO service. It allowed interstate reimbursement from the Interstate TRS Fund. For a provider to be eligible for reimbursement from the Interstate TRS Fund for the provision of TRS, the provider must either meet the mandatory minimum standards or request and receive waivers of the standards. (§ 22, 24)</p> <p>State TRS programs, of course, are free to offer this service and to reimburse providers of intrastate captioned telephone VCO service. (§ 22).</p>	<p>Sprint <i>CapTel</i> is available 24 hours a day, everyday.</p> <p>Sprint <i>CapTel</i> has redundancy features that provide functional equivalency, including uninterruptible power for emergency use</p> <p>Sprint <i>CapTel</i> network facilities are sufficient to ensure that the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC <i>CapTel</i> Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
§ 64.604 B.5	<p>Technology</p> <p>No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecomm to people with disabilities.</p> <p>VCO & HCO technology are required to be standard features of TRS.</p>	<p>FCC acknowledged that <i>CapTel</i> is an enhanced VCO service of TRS (§ 44).</p> <p>Waived for HCO. (§ 29)</p>	<p>Sprint is the nation's leader in the development and offering of technological features for TRS.</p>
§ 64.604 B.6	<p>Voicemail & Interactive Menus</p> <p>CAs must alert the TRS user to the presence of a recorded message & interactive menu thru a hot key on the CA's terminal.</p> <p>TRS providers shall electronically capture recorded messages & retain them for the length of the call, & may not impose any charges for additional calls that must be made by the user in order to complete calls involving recorded or interactive messages.</p> <p>TRS will handle pay-per-calls.</p>	<p>Requirement applies.</p> <p>Requirement applies.</p>	<p><i>CapTel</i> user both hears and interacts directly with the recorded message and makes the selections as requested by the interactive menu. The <i>CapTel</i> user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played</p> <p><i>CapTel</i> users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The <i>CapTel</i> user interacts with the recorded message system directly. This is treated as one call.</p> <p>Sprint <i>CapTel</i> supports pay-per-call call types.</p>
Functional Standards			

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC <i>CapTel</i> Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
§ 64.604 C.1	<p>Consumer Complaint Logs</p> <p>States must maintain a log of complaints including all complaints about TRS to include minimum include the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution.</p> <p>States & TRS providers shall submit to the FCC by July 1 of each year, summaries of logs indicating the number of complaints received for the 12-month period ending May 31.</p>	Requirement applies.	<p>Sprint <i>CapTel</i> maintains a log of all complaints. The log includes all of the required fields including the date, the nature, the date of resolution, and the explanation of resolution.</p> <p>Sprint <i>CapTel</i> provides summaries of the logs, which indicate the number of complaints received for a 12-month period ending May 31st.</p>
§ 64.604 C.2	<p>Contact Persons</p> <p>States must submit to the FCC a contact person or office for TRS consumer information and complaints about intrastate TRS.</p>	Requirement applies.	Sprint <i>CapTel</i> provides full support, including a primary point-of-contact, to contract administrators to meet FCC requirements.
§ 64.604 C.3	<p>Public Access to Info</p> <p>Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions, in phone directories, DA services, & incorporation of TTY numbers in phone directories, shall assure that callers are aware of all forms of TRS.</p> <p>Conduct ongoing education and outreach programs to publicize availability of 711 access.</p>	Requirement applies.	Sprint follows all FCC requirements for public access to information and publishes in directories, brochures and billing inserts, instructions for TRS including 711 access in phone directories, DA services and the incorporation of TTY numbers in phone directories to assure that callers are aware of all forms of TRS

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC <i>CapTel</i> Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
§ 64.604 C.4	<p>Rates</p> <p>TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.</p>	Requirement applies.	<p><i>CapTel</i> users pay rates no greater than the rates paid for functionally equivalent voice communication services.</p>
§ 64.604 C.5	<p>Jurisdictional Separation of Costs</p> <p>(i) General, where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set for in the Commission's regulations</p> <p>(ii) Cost recovery, Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism</p> <p>(iii) Telecommunications Relay Services Fund – To be administered by the National Exchange Carrier Association, Inc. (NECA)</p>	Requirement applies.	<p>(i) Sprint follows FCC requirements in the jurisdictional separation of costs.</p> <p>(ii) Interstate <i>CapTel</i> is recovered from all subscribers of interstate services</p> <p>(iii) Sprint works with NECA for reimbursement of interstate minutes.</p>
§ 64.604 C.6	<p>Complaints</p> <p>(i) Referral of complaint,</p> <p>(ii) Intrastate complaint resolution,</p> <p>(iii) Jurisdiction of Commission,</p> <p>(iv) Interstate complaint resolution,</p> <p>(v) Complaint Procedures</p>	Requirement applies.	<p>The Sprint <i>CapTel</i> Customer Contact process is fully compliant with all FCC Requirements</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC <i>CapTel</i> Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
§ 64.604 C.7	<p>Treatment of TRS Customer Info</p> <p>Future contacts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service, and shall not be sold, distributed, shared or revealed in any other way by the relay provider or its employees, unless compelled to do so by lawful order.</p>	Requirement applies.	Sprint transfers <i>CapTel</i> customer data to incoming <i>CapTel</i> vendors. Customer information that is normally contained in a TRS profile is not required for <i>CapTel</i> as the CA is anonymous to the call and the <i>CapTel</i> user talks directly to the called party. The data is provided in usable form at least 60 days prior to the last day of service and is not sold, distributed, shared or revealed in any other way by Sprint, or Sprint employees unless Sprint is compelled by legal process to provide such information.
§ 64.605	<p>State Certification</p> <p>Per FCC's Public Notice on TRS State Re-certification released 5/1/02, the FCC requests an application be submitted through State's Office of the Governor or other delegated executive office empowered to provide TRS.</p>	Requirement applies.	Sprint provides each Sprint TRS state a re-certification packet and assists in the re-certification process.
Availability of SS7 Technology to TRS Facilities	Concluded that if a TRS provider is able to transmit any calling party identifying information to the network, it must provide Caller ID service.	Requirement applies.	<p>Sprint <i>CapTel</i> will have the capability to transmit the 10-digit number and will recognize the ID blocking indicators.</p> <p>Sprint <i>CapTel</i> will deliver the SS7 technology on February 1, 2004.</p>
Types of Calls	<p>Two Line VCO Two Line HCO HCO-to-TTY HCO-to-HCO VCO-to-TTY VCO-to-VCO</p>	<p>Minimum standards pertaining to HCO are waived.</p> <p>VCO requirements still apply.</p>	Sprint <i>CapTel</i> supports the VCO calling combinations.

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC <i>CapTel</i> Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
Handling of Emergency Calls	Concluded that TRS providers must use a system for incoming emergency TRS calls that at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point.	Requirement applies.	<i>CapTel</i> user dials 9-1-1. Sprint will route the call <u>directly</u> to the most appropriate PSAP.
Answering Machine Retrieval	<p>Concluded that the answering machine and voice mail retrieval are TRS features that must be provided to TRS users.</p> <p>Answering machine retrieval through TRS is accomplished when the recipient of the message, the TRS user, calls the TRS facility and has the CA listen to the voice messages.</p>	The requirement was not addressed in the Declaratory Ruling.	<p>Answering machine and voicemail retrieval is provided by <i>CapTel</i>.</p> <p>Answering machine retrieval through <i>CapTel</i> is accomplished when the <i>CapTel</i> facility caption the voice message to the <i>CapTel</i> users.</p>
Call Release	<p>Concluded that call release is required under FCC's functional equivalency mandate.</p> <p>Call release allows a CA to set up a TTY-to-TTY call that once set up does not require the CA to relay the conversation. The feature allows CA to sign-off or be "released" from the telephone line without, triggering a disconnection between two TTY users, after the CA connects the originating TTY caller to the called party's TTY through e.g. a business switchboard.</p>	Waived. (¶ 52)	

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC <i>CapTel</i> Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
Speed Dialing	<p>Concluded that speed dialing feature is required under FCC's equivalency mandate.</p> <p>Speed dialing allows users to manually store a list of telephone numbers with designated speed dialing codes in the TRS user's consumer profile.</p>	<p>The requirement was not addressed in the Declaratory ruling.</p>	<p><i>CapTel</i> telephones have the Speed Dial feature.</p>
Three-way Calling	<p>Concluded that three-way calling is required under FCC's functional equivalency mandate but did not specifically mandate the way such functionality had to provide.</p> <p>The FCC's Order imposing such requirement stated that "generally" three-way calling can be provided "in one of two ways." One way is for the TRS consumer to request that the CA set up the call with two other parties.</p> <p>The second way is to set up a three-way call is for TRS user to connect to two telephone lines at the same time from his or her premises by using the telephone's switch hook (or "flash") button.</p>	<p>The requirement was not addressed in the Declaratory Ruling.</p>	<p>Sprint <i>CapTel</i> users will be able to participate a three way call. Although the person using the captioned phone is unable to establish the three-way call, the called party will be able to do so by utilizing telephone switch hook (or "flash") button on his or her CPE. Thus, Sprint <i>CapTel</i> meets the requirement for three-way calling. (For One-Line <i>CapTel</i>.) For Two-Line <i>CapTel</i> either party can initiate a 3 way call should the user purchased this as a LEC option.</p> <p>Sprint <i>CapTel</i> users will be able to participate in a conference bridge to speak to three or more individuals</p>

Appendix L: Sprint's Report to the FCC on VRS and IP Waivers

FCC Internet and Video Relay Service Annual Progress Report April 16, 2007

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
1. STS	Waived through 1/1/08	STS is not possible over the internet. Voice over IP (VoIP) **REQUIRES** Quality of Service. QoS means that all the associated data packets arrive in one contiguous stream and in order. In the "internet" world, there are many segments owned by multiple providers using dis-similar routers. Some support QoS, some do not. There is, at this time, no universal, cooperative methodology to address the internet deficiencies.	In research and development stage. Sprint is investigating and evaluating several VoIP to determine acceptable QoS levels to support STS calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally.	Waived Indefinitely; No report required	NA	NA
2. Spanish Relay	NA	NA	NA	Compensable but non-mandated service.	NA	Sprint provides ASL to Spanish Video Relay Service.
3. Types of Calls	NA	NA	NA	Waived through 1/1/08	Voice over IP (VoIP) requires Quality of Service. QoS means that all the associated	We are currently providing two-line VCO and HCO controlled at

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
					<p>data packets arrive in one contiguous stream and in order.</p> <p>In the "internet" world, there are many segments owned by multiple providers using dis-similar routers. Some support QoS, some do not. The internet cannot be controlled by any single user. There is, at this time, no universal, cooperative methodology to address the internet deficiencies.</p> <p>Sprint offers alternatives VCO and HCO solution by using second line (analog line) where the Video Interpreter asks for a second number to call back using three-way call feature. The procedure is similar to two-line VCO or HCO call.</p>	<p>the agent position using IP or ISDN inbound from Video user and outbound POT S to Video User and outbound POTS to Voice user. One line VCO and HCO began in 2005. This is limited to certain types of end user appliances that allow voice access through the broadband connection at end user equipment.</p>
4. Emergency Call Handling	Waived through 1/1/08	Internet Protocol network (IP network) does not support the Automated	Sprint implemented a "manual" (directory assistance	Waived through 1/1/07	Internet Protocol network (IP network) does not support the Automated	No additional information to submit beyond our recent

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
		Number Identification information for Internet or Video Relay Services. Without automated knowledge of the originated location of the call, Sprint is not in position to transfer 911 calls to an appropriate PSAP.	lookup) process for 911 calls through Internet Relay. The technical challenge remains of tying an exact location to an IP address. No additional development has been made that would allow Internet Relay users to place 911 calls through Internet Relay.		Number Identification information for Internet or Video Relay Services. Without automated knowledge of the originated location of the call, Sprint is not in position to transfer 911 calls to an appropriate PSAP.	submission to the FCC. Current options may restrict interoperability. An Emergency database is still in use today for subscribers who choose to register a profile; however, agents must verify the location of the caller, as the caller may not be at the same physical location as the profile indicates.
5. Speed of Answer	NA	NA	NA	1/1/07- 80% of all calls within 120 seconds (monthly).	Sprint is exceeding the 80/120 service level requirement that went into effect January 1, 2007.	Sprint will continue to meet the requirement measured on a monthly basis.
6. Equal Access to Interexchange Carrier	Waived Indefinitely; No report required	NA	NA	Waived through 1/1/08	The IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and without an ANI to charge back for tolls calls, Sprint cannot support equal access to	The technical challenge remains of tying an exact location to an IP address for VRS users. However, the very nature of the internet makes billing for toll calls obsolete.

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
					interexchange carrier features for Video Relay Service.	
7. Pay-per-call (900) Service	Waived through 1/1/08	IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and no ANI to charge back for a pay-per-service call, Sprint is not processing 900 calls.	The technical challenge remains of tying an exact location and billing of pay-per-call. No additional development has been made that would allow Internet Relay end users to be billed for pay-per-call services.	Waived through 1/1/08	IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and no ANI to charge back for a pay-per-service call, Sprint is not processing 900 calls.	The technical challenge remains of tying an exact location and billing of pay-per-call. No additional development has been made that would allow Video Relay end users to be billed for pay-per-call services.
8. Voice Carry Over (VCO) (one-line)	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is investigating and evaluating several VoIP alternatives to determine acceptable QoS levels to support Voice carry-over calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is currently providing two-line VCO controlled at the agent position using IP or ISDN inbound from Video user and outbound POT S to Video User and outbound POTS to Voice user. One line VCO, released in 2005, is limited to certain types of end user appliances that allow voice access through the broadband

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
						connection at end user equipment.
9. Hearing Carry Over (HCO) (one-line)	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is investigating and evaluating several VoIP alternatives to determine acceptable QoS levels to support Hearing carry-over calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is currently providing two-line HCO controlled at the agent position using IP or ISDN inbound from Video user and outbound POT S to Video User and outbound POTS to Voice user. One line HCO, released in 2005, is limited to certain types of end user appliances that allow voice access through the broadband connection at end user equipment.
10. VCO - to - TTY	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or VCO as communication between internet and	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
			baudot protocols are not compatible.			because. the videoconferencing via internet or ISDN protocols are not compatible.
11. HCO - to - TTY	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or HCO as communication between internet and baudot protocols are not compatible.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or ISDN protocols are not compatible.
12. VCO - to - VCO	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or VCO as communication between internet and baudot protocols are not	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
			compatible.			ISDN protocols are not compatible.
13. HCO – to – HCO	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or HCO as communication between internet and baudot protocols are not compatible.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or ISDN protocols are not compatible.
14. Call Release	Waived through 1/1/08	An Internet Relay caller utilizes IP data to place an inbound call. The Call operator connects the outbound dialing voice call utilizing Signaling System 7 (SS7). Since these two types of calls are not compatible, the call release feature is not technically feasible.	It is not technically feasible at this time to provide call release features with Internet Relay calls. However, Sprint will continue to investigate new developments to allow Internet Relay customers to use this feature.	Waived through 1/1/08	A VRS customer utilizes a video connection to make an inbound call. The VRS operator utilizes a voice channel (SS7) to make an outbound dial. Because the two types of calls are not compatible, the call release feature is not technically feasible. Also, in the VRS environment, we are currently unable to remove the Video Interpreter	It is not technically feasible at this time to provide call release features with Video Relay calls. However, Sprint will continue to investigate new developments to allow Video Relay customers to use this feature.

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
					agent from the middle of the call when the inbound video caller reaches an outbound customer who also has video capability.	
15. 3-way Calling	Waived through 1/1/08	The current Internet Relay call environment does not support the capability to perform three-way calling initiated call from agent via Sprint IP.	It is possible for the customer to initiate a three-way call if he/she has conference calling capability. In this case, the operator does not needed to perform the three-way calling function. However, the limitation is that Sprint's Internet Relay Service will handle only one TTY user (and unlimited number of voice users) when using three-way calling via relay service. It is possible to have 2-Line VCO via Sprint IP using user-initiated three-way calling.	Waived through 1/1/08	At this time, it is not technically feasible to provide a 3-way Video Relay call. Customers using VRS do not have the web-enabled ability to initiate 3-way video calls because of the limitations of end user equipment. Features of customer premise equipment are not under the control of the VRS provider, and therefore the VRS provider cannot control the establishment of a three-way call.	The voice customer is currently able to use the LEC-provided three-way calling feature. One or two of the three legs of the call can be engaged as they would without VRS being a part of the call. VRS is transparent to this process. The VRS agent who receives an inbound video connection has the ability to out dial to multiple voice parties to create a three-way call of which two parts are voice and one part is video. The VRS agent platform is however, unable to support a three way call

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
						between two video customers and one voice user at this time.
16. Speed Dialing	Waived through 1/1/08	Sprint's current Speed Dial system is supported by ANI driven customer profile. Without being able to identify the customer's ANI, Sprint is not able to access the preferred speed dial list.	Customers can maintain their own speed dial list on their computer and paste the phone number on the web prior to the call. The phone number will be pre-populated to agent's dialing window for efficient call processing.	Waived through 1/1/08	This service is currently available for VRS customers who choose to use our webcam based product. They can create a speed dial list online and greatly improve the efficiency and connect time with the outbound party through the Video Interpreter. Individuals using TV-based videophones do not have this web enabled ability to speed dial through VRS because of the limitations of this type of end user equipment. Features of customer premise equipment are beyond the control of the VRS provider and determine how the customer can interact with Sprint's platform.	Individuals using TV-based videophones do not have this web-enabled ability to speed dial through VRS because of the limitations of this type of end user equipment. Features of customer premise equipment are beyond the control of the VRS provider and determine how the customer can interact with Sprint's platform.

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
17. Providing Service 24/7	NA	NA	NA	NA	NA	NA

Appendix M: Sprint Relay Fact Sheet

Sprint Relay

www.sprintrelay.com

Sprint is the leading provider of relay services in the United States so that those who are deaf and hard of hearing can have anytime, anywhere communications. With 16 years of experience in providing Telecommunications Relay Services (TRS), Sprint is the relay service provider for 31 states plus the Commonwealth of Puerto Rico, New Zealand and the federal government. Sprint has been awarded the following state TRS contracts:

Alabama	Indiana	New Mexico	Texas
Alaska	Illinois	New York	Utah
Arkansas	Massachusetts	North Carolina	Vermont
California	Minnesota	North Dakota	Washington
Colorado	Mississippi	Ohio	
Connecticut	Missouri	Oklahoma	
Delaware	Nevada	Oregon	
Florida	New Hampshire	South Carolina	
Hawaii	New Jersey	South Dakota	

TRS enables standard voice telephone users to talk to people who are Deaf, Hard of Hearing or Speech-disabled on the telephone. Under Title IV of the Americans with Disabilities Act, all telephone companies must provide free relay services either directly or through state programs throughout the 50 states, the District of Columbia, Puerto Rico and all of the U.S. territories. Sprint Relay's experience in the field provides the assurance that all services delivered will meet or exceed Federal Communications Commission mandates for TRS.

Sprint Relay Services

Traditional relay services involve a relay operator serving as an intermediary for phone calls between a deaf, hard of hearing and speech-disabled user and a hearing party. The TRS operator speaks words typed by a deaf user on a text telephone (TTY) or via the Internet and relays the hearing person's spoken response by typing back to the deaf user.

Emerging Technology:

Under the Americans with Disabilities, all telephone companies are required to pay a percentage of the money that they collect from their subscribers into a national telecommunications relay services fund. This interstate fund is administered by NECA (National Exchange Carriers Association).

Currently, two technologies are funded through NECA – video and Internet relay services. There is strong competition in the TRS industry due to the fact that no state contract is required in any state to process calls through the Internet.

Video relay services (VRS) provides American Sign Language (ASL) users with an attractive alternative that offers them the opportunity to communicate by video conferencing using ASL their native language, which may be preferred over the traditional TTY relay service. VRS requires

users to have a personal computer or television monitor, a Web camera or videophone and high-speed Internet connectivity such as cable and DSL. Sprint Video Relay, powered by CSD (Communication Services for the Deaf), is a free service through the Internet that enables the deaf or hard of hearing user to communicate in ASL to a hearing or standard telephone user. Sprint Relay and CSD launched the first nationwide Video Relay Service in May 2002. To connect with a video interpreter, visit www.sprintvrs.com

Sprint IP Relay is also a free service that combines TRS with the ease and ubiquity of the Internet, allowing users to make calls from any PC or selected Web-enabled Internet wireless devices without having to use traditional TTY equipment. Sprint IP Relay users also have the flexibility of using AOL Instant Messenger to access Sprint IP Relay. To connect using a website, go to www.sprintip.com

. To connect using AOL Instant Messenger, send a 10-digit number to the screen name **SprintIP**. Both access methods will connect the caller to an experienced Sprint Relay operator.

Sprint IP Wireless Relay is a new service that allows customers who are deaf, hard-of-hearing or who have a speech disability to use wireless relay services on a select number of wireless devices:

- 1) BlackBerry phones (with an operating system 4.0 or higher). Customers can use this service to communicate with any standard or mobile telephone user in the United States via a free downloadable application at www.sprintrelay.com/download/. Users simply select a contact from their address book or enter a phone number with accompanying text instructions to a Sprint IP Relay Operator.
- 2) PPC6700 devices – To download the free Sprint IP Wireless application, go to: www.sprintrelay.com/download/treo.

Sprint IP Wireless allows users to have the mobility to make a relay call when they need to without a TTY or computer and can be assured the connection is with an experienced Sprint Relay operator.

CapTelSM (Captioned Telephone) relay service is a leading-edge technology developed by Ultratec, Inc. of Madison, Wis., that allows people to receive both voice and text captioning, nearly simultaneously. A special, *CapTel*-equipped phone is required in order to place a call through the *CapTel* relay service. The *CapTel* phone works like any traditional phone with callers talking and listening to each other, but with one very significant difference – captions are provided live for every call. The captions are displayed on the *CapTel* phone's built-in screen so the user can read the words while listening to the voice of the other party. For more information on CapTel, visit www.captionedtelephone.com

Relay Conference CaptioningSM, developed by Caption Colorado, combines real-time captioning and standard relay service to provide relay conference captioning calls for deaf and hard-of-hearing individuals (in participating Sprint Relay state programs). By using an Internet Text

Streaming platform supported by skilled captionists, RCC provides highly accurate real-time captioned text for any live conference call.

For more information, please visit www.sprintrelay.com

Appendix N: Copy of TSP Press Release

Media Contact:

Stephanie Taliaferro, 913-794-3658
stephanie.c.taliaferro@sprint.com

General Press Release

Sprint Completes Voluntary Telecommunications Services Priority Program Enrollment for Relay Network

OVERLAND PARK, Kan. – November xx, 2005 – Sprint (NYSE: S) today announces that it has completed the final milestone in enrolling Sprint's telecommunications relay service (TRS) in the FCC's Telecommunications Service Priority (TSP) Program. Sprint TRS, communications services available for individuals who are deaf, hard of hearing or have a speech disability, is comprised of a network of call centers geographically disbursed throughout the United States.

Effective October 31, 2005, all 14 Sprint Relay call centers were successfully activated under the TSP Program. Unlike other TRS providers, Sprint's TRS network is designed to reroute traffic to other Sprint Relay centers across the country to continue uninterrupted service with minimal customer impact.

"In less than five months, we were able to complete the implementation of the FCC's TSP program," said Mike Ligas, director of Sprint Relay. "Sprint is dedicated to providing effective communications services for individuals who are deaf or hard of hearing and we recognized the urgency to ensure reliable communications during emergency situations."

In 1988, TSP program was established to prioritize the restoration of telephone service to critical facilities and agencies at times when telecommunications companies are typically overburdened with service requests, such as after a natural disaster. In the event of a regional or national crisis, the program restores telephone services most critical to national and homeland security on a priority basis.

Sprint Relay Portfolio of Services

Sprint has 15 years of experience in providing relay services to persons who are deaf, hard of hearing or deaf-blind or who have a speech disability to communicate with hearing persons on the phone. Sprint offers relay services through an intelligent platform to the federal government, 30 states, the Commonwealth of Puerto Rico and New Zealand. Sprint's experience in the field provides the assurance that all Sprint Relay services will meet or exceed Federal Communications Commission requirements for telecommunications relay services (TRS). Relay service is available 24 hours a day, 365

days a year, with no restrictions on the number of calls placed or call length. For more information, visit www.sprintrelay.com.

Sprint Government Systems Division (www.sprint.com/government) is based in Reston, Va., and offers the full range of Sprint product and service offerings for federal and state government customers.

About Sprint Nextel

Sprint Nextel offers a comprehensive range of wireless and wireline communications services to consumer, business and government customers. Sprint Nextel is widely recognized for developing, engineering and deploying innovative technologies, including two robust wireless networks offering industry leading mobile data services; instant national and international walkie-talkie capabilities; and an award-winning and global Tier 1 Internet backbone. For more information, visit www.sprint.com.

Appendix O: TRS Information in Telephone Directories

How to Reach Us

Digging or Drilling

Hours: 7 a.m. - 6 p.m.,
Monday - Friday



Before you dig or drill on your property, call to avoid damaging your telephone and other underground lines. Please give 48-hour notice as required by state law. 1-800-482-8998
For after-hours emergencies only, call our Repair Service Center.

EasyOptions® Services Instructions from AT&T

(Call Waiting, Call Forwarding, etc.)

Visit us on the web at www.att.com
Visitenos en la web en <http://www.att.com/espanol>

To order custom calling features for your home, find out about our products, check the status of your home bill or report trouble on your line through an interactive system or call. 1-800-544-8847

Available 24 hours for your convenience for residence and single-line business customers
(Instrucciones son disponibles en Espanol)

AT&T Directory Assistance



For local numbers Dial 1-411
For long-distance numbers Dial 1-411
For Area Codes Dial 1-411

AT&T Directories



For additional copies of your local AT&T directory, call 1-800-792-2665
AT&T directories for other areas may be ordered for an additional charge.

TDD Service Center

For hearing-impaired or
speech-impaired customers

For all matters, including repair, relating to your phone service
(TDD number) 1-800-324-4399

TDD phone numbers work only when calling from a Telecommunications Device for the Deaf (TDD). If a TDD is not available, please ask a hearing person to call 1-800-268-2020 for matters involving your service or bill and 1-800-246-8464 for repairs to your line.

Arkansas Relay Service

For communication between TDD
users and hearing persons
Answered 24 hours



Telecommunication Relay Services Dial 711

If you have a TDD and need to talk to someone who does not have one, or if you do not have a TDD and need to talk to someone who does, please call these numbers for assistance in relaying a message:

TDD 711 or 1-800-285-1131
Voice 711 or 1-800-285-1121
Customer Service Center and Repair (TT/TDD) 1-800-324-4399
TDD Operator Assistance 1-800-855-1155

When using Relay Arkansas from a pay phone, local calls will be free of charge. Calling cards may be used for toll and long distance calls and the call will cost no more than if you used coins. Collect calls may be placed by providing the Communications Assistant your name and the area code and telephone number that you wish to call.

Internet Address


Visit AT&T on the Internet www.att.com

Visit our website at www.att.com

CUSTOMER GUIDE


3

Appendix P: Copy of Telephone Bill Inserts



**Just Dial
711**

ARKANSAS RELAY
www.arkansasrelay.com



WHAT IS ARKANSAS RELAY?

—ARS is a FREE service that provides the best possible solutions for people who are Deaf, hard-of-hearing, deaf-blind, or have a speech disability, in order to have communications by telephone with people who have normal hearing

—Accessible by just dialing 711—available 24 hours a day, every day of the year from anywhere in America.

—Able to make Relay calls to almost anywhere in the world with no restriction on the number, length or type of call. Users pay for long-distance charges only

—All calls are 100% confidential and no records of any conversations are retained

TYPES OF RELAY SERVICE OFFERED:

▶ TTY RELAY	▶ SPEECH-TO-SPEECH
▶ VIDEO RELAY	▶ RELAY ON-LINE
▶ CAPTEL SERVICE	▶ WIRELESS RELAY
▶ SPANISH RELAY	▶ INTERNATIONAL CALLS
▶ VOICE CARRY OVER	▶ RELAY CONFERENCE
▶ HEARING CARRY OVER	▶ CAPTIONING

We Help Bridge the Communications Gap

For more information go to www.arkansasrelay.com or contact: Tommy.R.Walker@mail.sprint.com

Active / Retired Federal Employees, Veterans,
and Indian Tribes, go to www.fls.qsa.gov/firs

TAP

You may qualify for *Free*
assistive telephone
equipment through the
Arkansas Telecommunications
Access Program

If you are an Arkansan who has problems using a standard telephone because of a hearing loss or disability, you may be eligible for FREE assistive devices to help overcome this difficulty. To learn about this free program and verify your eligibility, fill out this form and return to address below. *TAP is a service of Arkansas Rehabilitation Services.*



TAP

2201 Brookwood, Suite 117
Little Rock, AR 72202
1-800-981-4463 (V/TTY)
501-686-9693 (V/TTY)

or visit us at www.arkansas-ican.org

Name

Address

City

AR
State Zip

Phone

Appendix Q: Copies of Relay Newsletters

N/A

Appendix R: Copy of Annual Report or Other

N/A. Not Required by Arkansas.

What is TAP?

The Telecommunications Access Program provides telephone equipment to eligible Arkansans who are:

- › deaf, hard-of-hearing, or deaf-blind
- › have a speech disability
- › have a visual, mobility, or cognitive impairment that prevents them from using a standard telephone.

Who can apply?

Anyone can apply who meets the following four criteria:

- › Arkansas resident
- › Proof of telephone service in your home
- › Income eligibility
- › Disability certified by a qualified professional

Even if you do not meet income eligibility, a shared cost option is available.

How do I apply?

To receive an application, contact TAP:

- › 501-686-9693 (Voice/TTY)
- › 800-981-4463 toll-free (Voice/TTY)

Telecommunications Access Program

501-686-9693 (Voice/TTY)
800-981-4463

www.arkansas-ican.org/TAP.htm

Administered by
Arkansas Rehabilitation Services
2201 Brookwood Dr., Suite 117
Little Rock, AR 72202

Federal CapTel

If you're an active or retired Federal employee, Capitalize Veteran, or US Tribal member who has trouble hearing clearly over the phone, Federal Relay now offers Captioned Telephone (CapTel) Service for use with the "captioned telephone."

Want a free CapTel Phone?

GSA is working with Sprint to provide up to fifty (50) free CapTel phones (pictured on the reverse side) every month.

To apply for a free CapTel phone:

- › Call 888-269-7477
- › Visit www.captionedtelephone.com/availability/federal.html

Have CapTel questions?
Need Customer Service?
Call toll free 888-482-7477



26 Corporate Hill Drive
Little Rock, AR 72205
Voice: 501-221-1285
TTY: 501-221-3278
Fax: 501-221-3241

Toll Free: 866-235-7295 (TTY only)
Videophone: 601-501-152209

Email: Tommy.R.Walker@sprint.com

Arkansas Relay is provided by Sprint.

CapTelSM and CapTelTM are trademarks of Ultratec, Inc.



Like captioning
for television?

You'll love it for your
phone calls!



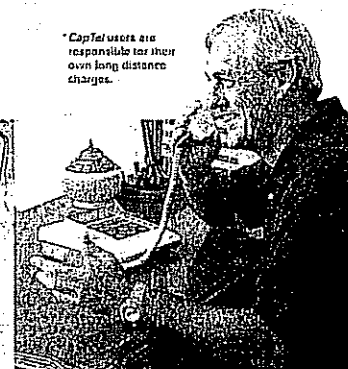
CapTel gives hard-of-hearing Americans their

What is CapTel Relay Service?

- › The service is similar to captioned television. Spoken words appear as written text for you to read.
- › Dial the person you're calling directly.
- › Captions are provided live for every phone call. They are displayed on your CapTel phone's built-in screen for you to read as you listen to your caller's voice.
- › CapTel Relay Service is provided free of charge* through Relay Arkansas.

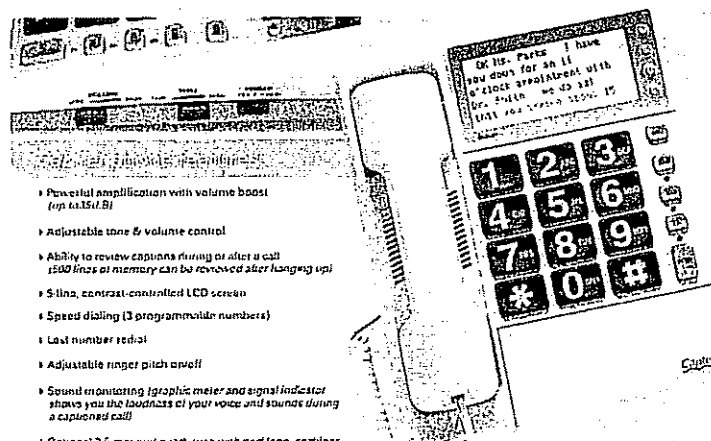
The CapTel phone is available through TAP. Or, purchase a phone online from WCI at captionedtelephone.com

* CapTel users are responsible for their own long distance charges.



The **CapTel** phone is simple to install. Just unplug your old phone and plug in the **CapTel** phone. There are no additional line charges associated with use of the **CapTel** phone.

CapTel Captioned Telephone lets you communicate with



- ▶ Powerful amplification with volume boost (up to 15dB)
- ▶ Adjustable tone & volume control
- ▶ Ability to review captions during or after a call (500 lines of memory can be reviewed after hanging up)
- ▶ 5-line, contrast-controlled LCD screen
- ▶ Speed dialing (3 programmable numbers)
- ▶ Last number redial
- ▶ Adjustable ringer pitch control
- ▶ Sound monitoring (graphic meter and signal indicator shows you the loudness of your voice and sounds during a captioned call)
- ▶ Optional 2.5 mm audio jack (use with neckloop, cochlear implant patch cord, and other assistive listening devices)
- ▶ Spanish to Spanish captioning available
- ▶ Amplify "Always ON" option
- ▶ Software upgrades can be transmitted directly to your phone over your phone line
- ▶ Easy access to voice mail & interactive telephone menu systems
- ▶ Ability to caption your external voice answering machine messages
- ▶ Everyone can use the **CapTel** phone—simply turn off the caption feature to use as a traditional phone

- ✓ Bright, easy-to-read display
- ✓ Simultaneously hear your caller's voice and read captions of everything your caller says to you
- ✓ Functions as a normal telephone so everyone can use it

How to make calls using your **CapTel** phone

CapTel phone users place a call the same way they do when using a traditional phone.

The **CapTel** phone automatically connects to Arkansas Relay's **CapTel** relay center as you dial.

When the person you're calling answers, you hear everything that he/she says, just like a traditional phone call.

Behind the scenes, an operator at the **CapTel** relay center transcribes everything the other party says to you into written text (captions) using the voice-recognition technology.

The captions appear on a bright, easy-to-read display window built into your **CapTel** phone. Because captions appear almost simultaneously with spoken conversation, **CapTel** users understand the entire conversation—by hearing and reading it.

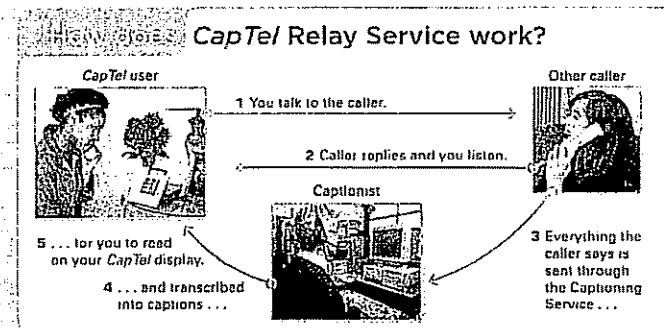
How to receive calls with your **CapTel** phone

For you to receive captions on an incoming call, the person calling you must first dial the **CapTel** Relay Service toll free at 877-243-2823. When prompted, they should then enter your phone number.

Calls received through the **CapTel** relay service, as well as standard voice calls, are answered the same way—by simply picking up the handset. If the incoming call was placed through Arkansas **CapTel** Relay Service, your **CapTel** phone automatically provides captions throughout the conversation.

Can I get captions on my current telephone?

No. Captions cannot be displayed on a regular telephone. The **CapTel** telephone has a built-in display screen and sophisticated electronics. It also uses internal software to process simultaneous voice and text and to display captions properly.



DR. MARTIN LUTHER KING, JR.

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Appendix T: Copy of Legislation or Other Establishing TRS in the State

ACT 1080 OF 1997

For An Act To Be Entitled

"AN ACT TO CREATE THE ARKANSAS DEAF AND HEARING IMPAIRED TELECOMMUNICATIONS SERVICES CORPORATION; AND FOR OTHER PURPOSES."

Subtitle

"AN ACT TO CREATE THE ARKANSAS DEAF AND HEARING IMPAIRED TELECOMMUNICATIONS SERVICES CORPORATION."

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:

SECTION 1. (a) There is hereby created the Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation.

(b) The corporation shall be governed by a seven (7) member board of directors appointed by the Governor as follows: three (3) shall be representatives of the deaf and hearing impaired community; and four (4) shall be representatives of Arkansas local exchange carriers.

(c) The Joint Committee on Advanced Communications and Information Technology shall provide the Governor with a list of two (2) names for each position and the Governor shall make appointments from the recommendations of the committee no later than June 1, 1997.

(d) The initial appointments shall be for such terms as will result in two (2) serving a one (1) year term, two (2) serving a two (2) year term and three (3) serving a three (3) year term. All successors shall serve three (3) year terms.

(e) The Governor shall designate one (1) of the board members to preside over the initial meeting of the board, at which meeting the board shall elect a president, a secretary, and such other officers as it deems appropriate.

(f) Members of the board shall serve without compensation, but may be reimbursed for reasonable expenses except that no corporate money shall be used for out-of-state travel expenses.

(g) All vacancies on the board shall be filled in the same manner as the original appointments.

SECTION 2. (a) In order to ensure broad representation and a quorum, all board members have a responsibility to attend all regular or special meetings of the board.

(b) A board member shall be subject to removal from the board in the event the member shall fail to present to the Governor a satisfactory excuse for his absence. Unexcused absences from three (3) successive regular meetings, without attending any intermediary called special meetings, shall constitute sufficient cause for removal.

(c) Removal of board members shall be in accordance with the following:

(1) Within thirty (30) days after each regular board meeting, the secretary of the board shall give written notice to the Governor of any member who has been absent from three (3) successive regular meetings, without attending any intermediary called special meetings. The secretary's notice to the Governor shall include a copy of all meeting notices and attendance records for the past year. Failure by the board secretary to submit the notices and documentation required by this act shall be considered cause for removal by the Governor in accordance with the procedures set forth at Arkansas Code § 25-17-210.

(2) Within sixty (60) days after receiving the notice and supporting documentation from the board

secretary, the Governor shall notify, in writing, the board member of his intent to remove the member for cause. This notice shall suffice for the notice required in Arkansas Code § 25-17- 210(a).

(3) Within twenty (20) days after the date of the Governor's notice, the board member may request an excused absence as provided by this act or may file with the Governor's office notice that the member disputes the attendance records and the reasons therefor.(4) The Governor shall grant an excuse for illness of the member when verified by a written sworn statement by the attending physician, or other proper excuse as determined by the Governor.

(5) If no rebuttal is received or other adequate documentation submitted within twenty (20) days after the date of the Governor s notice, the board member may be removed in accordance with the provisions set forth in Arkansas Code § 25-17-210.

(d) Any board member referred to the Governor because of excessive absences under the provisions of this act shall not be entitled to any expense reimbursement for travel or attendance of any subsequent meeting until the board receives notification from the Governor that the member has been excused for the absences.

SECTION 3. The board shall levy assessments on all providers of local exchange service not to exceed ten cents (\$0.10) per subject access line per month in order to fund the services provided by the corporation. The board may adjust the assessment in January of each year but at no time shall the assessment exceed ten cents (\$0.10) per subject access line per month. The assessment shall not be levied on more than one hundred (100) lines at any single customer location. The assessment may be collected by the providers of local exchange service from its customers and transmitted monthly to the board and the board shall deposit the same into a financial institution authorized to accept public funds. The assessments levied by the corporation shall not be considered a tax and not affected by any laws of this state governing taxation, nor shall the assessments be subject to any state or local tax or franchise fee.

SECTION 4. The corporation shall:

(1) provide telecommunications relay services (including, but not limited to, services that enable two-way communication between an individual who uses a TDD or other non-voice terminal device and an individual who does not use such a device) for persons who are deaf, hearing impaired, deaf/blind, or severely speech impaired;

(2) take other actions necessary and proper to provide telecommunications services to persons who are deaf, hearing impaired, deaf/blind, or severely speech impaired;

(3) have perpetual succession as a body politic and corporate, and to adopt bylaws for the regulation of the affairs and the conduct of its business, and to prescribe rules, regulations, and policies in connection with the performance of its functions and duties;

(4) adopt an official seal and alter it at pleasure;

(5) sue and be sued in its own name and to plead and be impleaded;

(6) make and execute contracts and other instruments necessary or convenient in the exercise of the powers and functions of the authority under this act including contracts with persons, firms, corporations, and others;

(7) purchase insurance; and

(8) do any and all other acts and things necessary, convenient, or desirable to carry out the purposes of this act and to exercise the powers granted to it by this act.

SECTION 5. The corporation shall not employ any person as a salaried employee but shall rely upon volunteers and professional services obtained by contract. No corporate asset may be used to purchase or lease any real property nor is the corporation authorized to incur any indebtedness.

SECTION 6. The corporation may maintain an office at such location as it deems suitable.

SECTION 7. The corporation shall be audited annually in accordance with generally accepted accounting procedures and file a copy of the audit with the Legislative Joint Auditing Committee and the Public Service Commission.

SECTION 8. Within thirty (30) days after the first meeting of the board, it shall cause articles of incorporation be filed with the Secretary of State.

SECTION 9. The purchase of telecommunications services by the corporation shall be by competitive bid using procedures substantially similar to the state purchase law.

SECTION 10. The board shall transmit to the Legislative Council, the Governor, and the Public Service Commission an annual report of its activities. The annual report shall be filed by March 31st of each year.

SECTION 11. (a) The provisions of this section apply only to telecommunications corporations with fewer than ten thousand (10,000) access lines which have elected to become a Section 12 company pursuant to Act 77 of 1997.

(b) All such telecommunications companies currently making contributions which affect the Arkansas Intrastate Carrier Common Line Pool (AICCLP) and/or the Arkansas Intralata Toll Pool due to prior review shall not be required to continue making such contributions effective upon the company's election as a Section 12 company, pursuant to Act 77 of 1997. Provided if the company discontinues making contributions to the Arkansas Intrastate Carrier Common Line Pool (AICCLP) and/or the Arkansas Intralata Toll Pool, one percent (1%) of contributions that would have been made to the Arkansas Intrastate Carrier Common Line Pool (AICCLP) and/or the Arkansas Intralata Toll Pool for ten (10) months will be paid for start-up costs to the cooperation provided for in this act.

SECTION 12. All provisions of this act of a general and permanent nature are amendatory to the Arkansas Code of 1987 Annotated and the Arkansas Code Revision Commission shall incorporate the same in the Code.

SECTION 13. If any provision of this act or the application thereof to any person or circumstance is held invalid, such invalidity shall not affect other provisions or applications of the act which can be given effect without the invalid provision or application, and to this end the provisions of this act are declared to be severable.

SECTION 14. All laws and parts of laws in conflict with this act are hereby repealed. Provided however, to the extent any provisions of this act conflict with any provisions of Act 501 of 1995 the provisions of Act 501 shall prevail.

SECTION 15. EMERGENCY. It is hereby found and determined by the General Assembly that the deaf and hearing impaired citizens of this state have inadequate access to telecommunications services; that this act will enhance the delivery of telecommunications services to the deaf and hearing impaired citizens of this state, and that this act should go into effect as soon as possible. Therefore, an emergency is declared to exist and this act being immediately necessary for the preservation of the public peace, health and safety shall become effective on the date of its approval by the Governor. If the bill is neither approved nor vetoed by the Governor, it shall become effective on the expiration of the period of time during which the Governor may veto the bill. If the bill is vetoed by the Governor and the veto is overridden, it shall become effective on the date the last house overrides the veto.

/s/Hopkins

APPROVED:4-03-97

Appendix U: Copies of Complaint Logs from 2002-2007

TRS COMPLAINT LOG
Arkansas Deaf and Hearing Impaired Telecommunication Service (ADHITS)
Reporting Period
June 1, 2001, - May 31, 2002

NO.	DATE OF COMPLAINT	NATURE OF COMPLAINT	DATE OF RESOLUTION	RESOLUTION
1.)	10/5/01	The customer spoke to a supervisor and told her that the CA (and gave her number) was a very bad typist and should not be taking any relay calls.	10/5/01	The supervisor apologized for any inconvenience, and promised to file the complaint and speak with the CA. She also suggested there could have been static or some kind of interference on the line. The supervisor spoke with the CA. She did not recall any typing problems with any customer, and did not even remembering having to repeat anything to customers.
2.)	10/16/01	The customer asked for a supervisor during the call. She had received this relay call, answering "this is GA", so the CA had not given her the first time user explanation. She was upset that the CA had not explained relay to her and did not know why she had to use GA every time. She also said the CA had "raised her voice." She asked that another CA complete the call.	10/16/01	The supervisor discussed the call with the first CA. She said she did not give the explanation because the customer used "GA" when she answered the announcement of the call. She had spoken louder because the party said she could not hear her. She said the called party was trying to interrupt the calling party to get a number, but she had told her she was not able to do that since we cannot type a response until the ity types GA. The supervisor did tell the customer she was sorry for any problems, and did grant her request to provide another CA to complete the call.
3.)	10/24/01	The customer spoke to a supervisor and said she had	10/24/01	The supervisor apologized for any trouble. She did also commit to

TRS COMPLAINT LOG
Arkansas Deaf and Hearing Impaired Telecommunication Service (ADHITS)
Reporting Period
June 1, 2001, - May 31, 2002

		tried to get in to the center, and the phone had rung for 7 minutes straight with no answer. She was trying to call a deaf friend to warn of bad weather.		check the equipment for any problems. She also advised the customer to hang up and redial if we do not answer in a few minutes. The supervisor did find one piece of equipment that had malfunctioned, and immediately corrected it.
4.)	11/9/01	The customer typed to the CA "Are you a nigger?" She called the supervisor to talk to the customer. Again, the customer typed "My friends don't like to call because niggers work there."	11/9/01	The supervisor advised the customer that this language was not appropriate, and if used in the future the CA could or would hang up. He typed "I will not use relay becuz there are niggers work there." The supervisor disconnected the line, but did not get the full calling number. She advised the CA to let supervisor know if any problems in the future.
5.)	11/18/01	The customer spoke with a supervisor and said he had been having trouble with getting the CA number, and was only receiving "QXWZ45"	11/18/01	The supervisor apologized for the garbling, and she did advise that the relay center message with the CA number printed automatically upon answering. She also advised that excessive background noise on the caller's end could interfere with the message. She said she would talk with the CAs on duty and also check for any equipment problems. She filed the report and investigated for problems, but found no trouble or any CA report of garbled messages.
6.)	11/28/01	The customer spoke to a supervisor to report that a CA had been very rude and dis-	11/28/01	The supervisor filed the report with the manager on the CA (customer had provided her number). The manager

TRS COMPLAINT LOG
Arkansas Deaf and Hearing Impaired Telecommunication Service (ADHITS)
Reporting Period
June 1, 2001, - May 31, 2002

		ruptive during her call. The		met with the CA to discuss the call.
		CA had told her that she was		The CA said the VCO user was
		"blasting her ears off." She did		talking loudly. The manager
		have the CA number to report,		explained that with hearing loss, a
		and wanted a manager to call		speaker is not able to monitor volume
		her back about this.		in speaking. She also suggested
				other ways to use headset adjustments
				to make the loudness acceptable.
				The manager did call the customer
				to again apologize and report the
				meeting with the CA to the customer.
				She seemed satisfied with the
				resolution.
7.)	12/12/01	The customer spoke to a	12/12/01	The supervisor did apologize for the
		supervisor to report that he		inconvenience, and filed the report
		felt the CA had disconnected		to investigate. She did talk to the
		him early, and he had never		CA, who said the indicator that the
		gotten the opportunity to make		caller had hung up appeared on her
		a subsequent call. He provided		screen, so she did not ask for a
		the CA number.		subsequent call, but proceeded to
				release the line.
8.)	2/22/02	The customer called on the	2/22/02	The supervisor advised the customer
		Customer Service Line to let		we would investigate the situation and
		us know she had tried 12 times		have the ARS Outreach Manager
		between 4 and 5 on 2/21 and did		contact her. Looking at the records,
		not get answer and wanted to		we had not been busy during that
		know why.		time period. The center's equipment

TRS COMPLAINT LOG
Arkansas Deaf and Hearing Impaired Telecommunication Service (ADHITS)
Reporting Period
June 1, 2001 - May 31, 2002

				maintenance contractors were called to check out any problems.
				No trouble was found to explain this problem.
9.)	3/8/02	The customer called on the ARS customer service line to say he was upset that the CA would not repeat the same message to every subsequent call he made.	3/8/02	The supervisor explained that it was not our policy to just repeatedly read the same message for every call. The supervisor did file this report for the center and told the customer she would make sure the management team would see it.
10.)	3/9/02	The customer advised the supervisor that she was not happy with this CA (currently on line). She had given instructions that she did not want to leave a message if an answering machine was reached. The CA had typed the answering machine message when it was reached, and she felt the CA had not handled it correctly. She also felt the CA was very defensive and did not have the right attitude.	3/9/02 3/15/02	The supervisor apologized for any problems, and did commit to file this report. The CA's manager met to discuss the call. The CA felt there was nothing wrong with the way the call had been handled since the instructions were to not leave a message, not to give no message. The manager reviewed with the CA some more appropriate customer service responses as well as discussing the correct procedure. The complaint was recorded in the CA's file.
11.)	3/15/02	The customer called on the ARS customer service line. She said that at 2 25 PM she had received a call from ARS, but 3 times it had repeated the announcement and then gone blank (disconnected). She asked that we check with	3/15/02	The supervisor immediately met with the CA to see what had happened. The CA could not remember any calls that got disconnected from the line or that any call had a problem connecting with her.

TRS COMPLAINT LOG
Arkansas Deaf and Hearing Impaired Telecommunication Service (ADHITS)
Reporting Period
June 1, 2001, - May 31, 2002

		a CA (gave the number) to see what was wrong with the line.		
12.)	4/16/02	The customer called the ARS customer service line to say she had not been able to get in to the center for some time 711, and she asked that a manager call her back to let her know what happened.	4/16/02 4/17/02	The supervisor apologized for the trouble, and did file the report with the managers. A manager called the customer to report that the center had been very busy at that time. The supervisor had also found one of the PC's had malfunctioned, and corrected it immediately.
13.)	4/20/02	The customer spoke to a supervisor to report that she got a "busy" on her phone after connecting to the center and felt the CA had hung up on her (provided the number)	4/20/02 4/22/02	The supervisor apologized for the problem, and did promise to file the complaint. The CA's manager discussed the call with her. She said she did remember a caller who came in on ASCII, and she could not seem to ever connect with her, so she had released the line.
14.)	4/22/02	The customer called on the ARS customer service line to report she had been unable to get in to the center for some time.	4/22/02	The supervisor said she was sorry for the trouble, but would file a report as well as check for any problems. She immediately did test calls, and found nothing wrong. She did find one PC in the center had a problem, and it was corrected immediately. There were no further reports of any problems.

Arkansas Relay Service
FCC Customer Complaint Log
July to December 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1.	7/8/03	Customer called in on the Customer Service Line to let us know he was having trouble reaching a CA through 711.	7/9/03	Supervisor referred problem to Facilities, who made test calls the same day, and found no problem. On 7/9/03, Facilities did 70 test calls from the customer's LATA throughout the day, and could not duplicate the problem.
2.	7/17/03	VCO customer asked for a supervisor and advised her that he was having problems with this CA (and gave her number), saying that he gives the number to call to the CA, but gets no response from her. He repeated this process, and still gets no answer from the CA. Each time it happens with this particular CA, he has to hang up and call back in. He does not have this problem with any other CA in the center. He wanted us to be aware of this so we can correct the problem.	7/17/03	The supervisor apologized for the inconvenience, and reported it to the CA's manager. The CA's manager discussed this customer's complaint with her immediately, reviewed the correct method of handling TRS/VCO calls. This CA handled VCO calls correctly, when monitored. The CA was advised that any more reports of mishandled calls could result in disciplinary action.
3.	9/11/03	Customer asked for a supervisor, complaining how his/her call with a long recording was handled by the CA. The CA had recorded the message because it was a very long one, and she could not type verbatim without the recording. The CA advised the customer that she was redialing and recording the message for him/her so that she could give him/her the full message. The CA had typed the business name, and the recording verbatim. The Customer complained that the CA did not follow the Arkansas procedures, and that the CA typed too slowly.	9/11/03	The supervisor apologized for the inconvenience, reviewed the call on the screen, sought review and advice from a manager, and then advised the customer the CA handled it correctly because it was a very long recording, and she had typed everything on the recording verbatim.

Arkansas Relay Service
FCC Customer Complaint Log
July to December 2003

4.	10/28/03	Customer called in on the Customer Service Line, complaining about having to wait 10 minutes to get a CA. He kept getting a recording that said "thank you for holding, all CAs are busy on calls, and please wait for the next available CA." He wanted to know what was going on.	10/28/03	Supervisor apologized for the customer's inconvenience and said that the relay center received an unexpected large volume of calls and have been extremely busy during the last half hour. After a few minutes of discussion with the customer, the supervisor checked the call data, and advised the customer that the call volumes had stabilized. She also told him he should get a CA if he called within the next few minutes.
5.	11/25/03	Customer called in on the Customer Service Line to ask the supervisor to advise the CAs that they should wait for the 'GA' before dialing out.	11/25/03	Supervisor apologized for the inconvenience. She spoke to the CA, and the CA said that the customer had typed 'GA', so she started dialing out only to have the customer backspace to erase the 'GA' and start typing again. The supervisor then advised the customer that she had spoken to the CA and clarified what had happened. The customer remembered she had backspaced to erase the 'GA', and apologized for causing the confusion.
6.	12/2/03	Customer called in on the Customer Service Line. His message was very garbled, but he appeared to be asking why it was so hard to get into the TRS. He wondered what would happen if he needed to call 9-1-1 and we were very busy.	12/2/03	Supervisor apologized for the customer's inconvenience, and advised him we had been extremely busy during the day with higher than expected call volumes. She explained to him that when he calls in, he should not hang up and call back in because it will move him to "last in line" for a CA. She also advised him that if he had a 9-1-1 emergency, he should dial 9-1-1 directly. The customer appeared satisfied with the response, thanked the supervisor, and hung up.
7.	12/13/03	Customer called complaining about not being able to place an interstate call from Arkansas through the relay using SBC LD as the carrier.	12/15/03	Manager called the customer back, and referred her to the SBC LD Business Office for resolution.
8.	12/16/03	Customer called, very upset they could not place long distance calls via the relay	12/17/03	Manager called and left a message on the customer's answering machine, but never heard

Arkansas Relay Service
FCC Customer Complaint Log
July to December 2003

		using SBC LD. She called SBC LD, and they advised her it was a relay problem. She has to use the relay to call her Deaf daughter, and her IXC is SBC LD. She said she would get the Governor involved if that is what it would take to get it fixed. She said our relay service and our CAs were wonderful, she has no complaints with us, but she was upset with SBC LD for not processing her calls through the relay.		back from her.
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Complaint Tracking for AR (06/01/2004-05/31/2005). Total Customer Contacts: 10

Tracking #	Date of Compl.	Agent ID	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
K6465054	07/11/04	8517	#17	Customer called at 3:30 AM and stated the Opr. Interrupted her when she was trying to type an explanation. The customer states she was trying to tell the Opr that she was making a long distance call but the Opr. kept asking for phone number	07/11/04	Apologized to customer. Supervisor met with Opr. to review proper procedures
K64117635	09/17/04	8548F	#00	Customer gave CA number to call. CA said "One Moment, please" four times. Customer held for 10 minutes, but call was never processed. Customer hung up and re-dialed Relay	09/22/04	Apologized for inconvenience. Supervisor met with Opr. on 9/22. Opr. was coached on ensuring that customer was informed and that calls must be processed as instructed
K64357462	01/24/05	2201F	#05	1/24/05 at 9:16 pm Customer said Opr 2251F hung up on them. "I wanted the Opr to retrieve my messages and the Opr hung up on me. Customer wants follow-up via email	01/25/05	Apologized to customer and thanked the caller for bringing it to our attention. Opr. was coached on the correct procedure for disconnecting a call and for AMR. 1/24/05. Emailed to customer on 1/25/05 informing them of the resolution and thanked them for using Sprint Relay
K64357398	01/24/05	8551F	#05	1/24/05 at 9:15 pm Cust said "Opr 8551F hung up on me the other day. I wanted the Opr to retrieve my messages and the Opr hung up on me." I apologized for the situation and thanked the caller for bringing the situation to relay's attention. Customer wants follow up via email	02/09/05	Apologized to Customer. Appropriate coaching provided to Opr on retrieving from AMRs. Emailed follow up letter to customer on 2/9/05
K64426583	02/23/05	2248F	#05	2/19/05 at 10:11am The customer stated they asked Opr to retrieve messages from the answer machine and the Opr would not assist them. Customer stated that the Opr hung up on them. Customer requests follow up by email	02/25/05	Apologized for the inconvenience. 2/24/05 met with Opr and coached on AMR procedures and she understands. Email sent to customer on 2/25/05 explaining that Opr was coached and thanked them for using relay
K64513113	03/28/05	7028	#18	My mother just called here with this agent and got my answering machine. I kept typing Hello hello. but the agent ignored me and then hung up. No follow-up requested	03/28/05	Thanked the customer for letting us know about the problem. Agent doesn't remember this call but thoroughly reviewed procedures for answering machines. The agent understands proper procedure

K64629226	04/18/05	none	#29	An Arkansas voice customer called to complain that the Arkansas relay voice number was answering TTY, using up her cell phone minutes while she waited for an agent to answer voice. No follow up requested	04/18/05	Apologized to customer. Problem referred to Arkansas Account Manager, who reviewed AR contract requirements and talked to Sprint's Program and IT staff. It was verified that AR answer sequence is: 1) voice, 2) TTY, 3) ASCII. No Sprint problem was identified. It may be possible that the customer (especially when using a digital cell phone) did not hear agent first announce ARS (voice) and the call was then processed into next answer sequence.
K64638449	04/21/05	2004F	#05	AR voice customer states Opr 2004F hung up on him twice. Customer said Opr. 2004F hung up on him so he called back and got the same agent the Opr. then hung up on him a second time. Customer would like a follow up from the supervisor	04/26/05	Met with Opr. who stated there was no way she would hang up on a customer, especially twice. Coached Opr. on proper procedures when no response is received. Attempted to contact customer three times (4/21/05-4:15pm, 4/25/05-11:16am and 4/26/05-9:40am) each time a recording saying "Altel customer you are trying to contact is unavailable at this time" with no option to leave message. Ticket is closed
K64642081	04/25/05	2248	#05	Customer stated Agent made a call for me and then agent was given another number to call and the agent hung up on me	04/27/05	Apologized for the inconvenience. Made 3 attempts to contact customer and no answer each time. Also, there was no answer machine to leave a message. The date and time of the 3 attempts were: 1st - 4/25/05 11:15am 2nd - 4/26/05 9:45am 3rd - 4/27/05 9:30am. Ticket closed
1417	05/05/05	NA	29	Customer states could not access an 800 number	05/06/05	Technical Support corrected regional 800 number. Remedy provided

Date Generated: Mon, Jun 13th 2005 @ 08:09:30 PM CT

Arkansas Relay Service Complaints -- June 1, 2005 to May 31, 2006

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/04/06	VCO customer is not receiving Caller ID information through Relay. Assured customer we would check into the problem. TT CS957262 was opened. No follow up wanted.	01/04/06	Tech rebooted the ACC and CI is now working. No follow up required.
03/16/06	Customer has been billed improperly during the past four months. Advised by those long distance companies these calls were billed through in error. Customer contacted SRSC to verify correct company was in her profile as COC. Customer requests that Account Manager at AR Relay look into her billing issues and follow up with a phone call during the afternoon. AR Relay service is accessed primarily by TTY user in the customer's home.	03/16/06	Account Manager contacted customer as requested and discussed problem and gave customer tips.
03/21/05	An AR voice customer's CDC is not being routed correctly. This mistake was found by an agent in the MO Relay center and forwarded to customer service. Opened TT 1359100. No follow-up requested.	03/21/05	Correct Routing was set up for customer.
04/13/06	Customer is being casually billed through sprint for long distance calls that should be billed through SBC. RCS response: Apologized for the problem and assured that a trouble ticket would be turned in on the issue. Call back requested. Trouble Ticket 1498018.	06/07/06	Caller carrier of choice profile was established for customer.
04/20/05	Customer reported inability to call in to CapTel at 11:32 AM on 4/20/05.	04/20/05	The problem was resolved at 1:52 PM by CapTel technical support.
06/17/05	AR TTY customer was transferred by Opr xxxxxF to customer service, when customer asked to dial an 800 number. Customer did not want to speak to Relay Customer Service. Customer Service apologized to the customer for the inconvenience and the customer would like a follow up from the supervisor anytime.	06/22/05	On the top of the ticket the agent ID is showing XX52. In the paragraph under customer issue/problem it is showing agent XX42. I called the customer to find out which agent she complained about and she did not remember, nor could she tell me anything about the call or the complaint. I stated I was calling for a followup per her request and needed more information in order to appropriately handle this complaint. Due to the fact she was not able to provide this important information I informed her I was closing this ticket. Customer seemed satisfied (the call was handled by a lady who was interpreting for her).
06/28/05	Customer reports that they gave the agent a number to dial and the agent did not dial the number. They disconnected the customer instead. Apologized for the inconvenience and noted that this would be forwarded to the appropriate supervisor. Incident occurred on 6-24-05. No follow-up requested.	06/29/05	Manager met with agent. Appropriate action was taken. No follow-up requested.
08/29/05	Voice user unable to connect to CapTel Service Number.	08/29/05	Apologized for this incidence as we work to identify and remedy this technical incidence. The incidence has been reported to engineering for further investigation and they are looking into why calls are not reaching CAs.

09/27/05	An AR TTY user called to complain that they had to get the agent's attention after their first call had ended. Caller had wanted to place another call and tried to get agent's attention but only received an SSK from the operator. Caller hung up out of frustration. Apologized for the problem. Customer did not request follow up.	09/27/05	Agent did not remember the call. Reminded agent of the importance of paying attention on all calls. Also reminded the agent that if she has any technical problems, to get a supervisor immediately. The agent understands the consequences of not following customer instructions and not focusing on calls.
10/07/05	Captions - dropped characters/garbled text	10/07/05	Advised customer to contact telephone company to ensure a functional line. Advised texting unit away from the home to see how it performs.
11/07/05	Customer states that people are calling her in the middle of the night and harassing her using SRO relay service. She said she will be contacting the FCC about this in the future. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back request.	10/7/2005	Advised customer Sprint was working hard to eliminate harassing calls. and if she knew the caller to file a police report.

Complaint Tracking for AR (06/01/2006-05/31/2007). Total Customer Contacts: 9

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/22/07	AR VCO user complained that while placing a phone call via relay the operator and outbound party could not hear her.	05/22/07	Apologized and entered Trouble Ticket. Customer did not request follow up. Technician addressed the issue and the problem was resolved
04/23/07	Disconnect/Reconnect during calls	04/23/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
03/01/07	Disconnect/Reconnect during calls	03/01/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
01/04/07	Customer VCO brand not showing.	01/04/07	Apologized for the problem and opened Trouble Ticket. Follow-up required for problem resolution. Made multiple test calls. It came in VCO every time. No record of customer contact available so no further follow up action.

01/04/07	As VCO customer branding is gone when calling through SC center.	01/04/07	Apologized and opened Trouble Ticket. Follow up requested. This number is showing up in ANLDAT as VCO. Referred to tech for resolution
10/20/06	Voice caller said the operator was rude and yelled at her to slow down instead of just saying "one moment pls" - then the operator yelled that she wasn't yelling. Also used VCO bridge improperly - opened VCO bridge while voice user was talking (did not wait for the GA) and opened VCO bridge while voice user had them on hold - so VCO user was talking to dead air GA.	10/20/06	Supervisor met with agent and agent demonstrated knowledge of VCO procedures. However, agent was coached on the importance of demonstrating a warm and friendly demeanor when speaking with customers. No follow up requested.
08/01/06	Captions lag too far behind voice	08/01/06	Customer shared feedback regarding accuracy of captions and captioning speed. Apologized for meliorance and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document date, time and CA number for future feedback.
06/29/06	Customer stated this agent dialed 800 number and said "busy" Customer had to ask for REG 800.	06/29/06	Supervisor apologized for the inconvenience and assured this would be forwarded to appropriate supervisor. Follow up requested via email provided. Supervisor met with agent and coached agent on proper Reg 800 procedures. Agent understood Follow up email sent to the customer 06/29/06.

08/13/06	Accuracy of captions	08/13/06	Customer shared feedback regarding accuracy of captions and captioning speed. Apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
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Appendix V: Copy of TRS RFP

**REQUEST FOR PROPOSALS
TO PROVIDE
TELECOMMUNICATIONS RELAY SERVICE
IN ARKANSAS**

Issued by:

**Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation
1220 West Sixth Street
Little Rock, Arkansas 72201
(501) 375-0086
Fax: (501) 375-7230**

August 25, 2003

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I. INTRODUCTION

The Arkansas General Assembly passed ACT 1080 of 1997 (*Ark. Code Ann. § 25-29-101, et. seq.*) which established the Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation (ADHITS). The corporation is empowered under the law to, among other things, provide, by contract, telecommunications relay services for persons who are deaf, hearing impaired, deaf/blind or severely speech impaired.

The current contract for Telecommunication Relay Services (TRS) in the State of Arkansas will expire December 31, 2003. The Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation offers this Request for Proposal for competitive bid for any and all interested parties, to become effective January 1, 2004.

II. GENERAL INFORMATION

A. ISSUING OFFICE

This Request for Proposals (RFP) is issued by the Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation (ADHITS).

ADHITS is the sole point of contact concerning this RFP. All communication and inquiries concerning this RFP should be addressed to:

Kenneth Musteen, President
Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation
1220 West Sixth Street
Little Rock, AR 72201

Questions regarding the requirements or technical criteria set forth in this RFP should be addressed in writing to Mr. Musteen no later than September 10, 2003. A written response will be sent to all inquiries by September 17, 2003.

B. PURPOSE

This RFP is issued in order to contract for a full service, confidential, statewide, twenty-four (24) hours-per-day, seven-days-per-week telecommunications relay service that is economically feasible and which satisfies or exceeds the minimum specifications contained herein. The service shall be called the Arkansas Telecommunications Relay Service (ATRS). The intended contract term is three years with two options to renew for an additional one year, each.

The performance specifications on the following pages should be considered as basic minimum requirements with no intent to constrain bidder creativity. The goal is a cost-beneficial relay

system which will provide equal access to public telephone service to deaf, hard-of- hearing, and speech disabled subscribers in Arkansas.

C. SCOPE

This RFP contains instructions governing the proposal to be submitted and the material to be included, mandatory administrative and operational requirements, which a bidder must meet to be eligible for consideration, and specific instructions for proposal submission.

D. SCHEDULE OF ACTIVITIES

Request for Proposal Issued	August 25, 2003
Proposals Due from Bidders	September 26, 2003
Presentations by Selected Finalists	October 15, 2003
Contract Let/Notification to Bidders	October 22, 2003
New Contract begins	January 1, 2004

E. MODIFICATION OR WITHDRAWAL OF PROPOSALS

Proposals may be modified or withdrawn by the bidder only up to the established due time and date, at which time they will be considered final.

F. BINDING OFFER

A proposal submitted in response to the RFP shall constitute a binding offer, until approval by the full ADHITS Board of a finalized contract. Acknowledgment of this condition shall be indicated by the signature of the bidder or an officer of the bidder legally authorized to execute contractual obligations in the Transmittal Letter (see § VI.B).

G. BID PRICES

Pricing must be firm. No estimates or contingencies are allowed. All bid prices submitted in response to this RFP must be the bidder's "best and final" offer.

H. BIDDING COSTS

The ADHITS Board is not liable for any costs incurred by bidders prior to issuance of a legally executed contract. Further, no proprietary interest of any nature shall occur until a contract is awarded and signed by all concerned parties.

I. RFP RESPONSE MATERIAL OWNERSHIP

All material, except proprietary information, submitted regarding this RFP becomes the property of the ADHITS Board. Any person may review all submitted responses after the contract has been signed. The ADHITS Board reserves the right to use any or all

information/material presented in reply to the RFP, subject to limitations outlined in § III.C., Proprietary Information, and including the right to destroy any information at the discretion of the ADHITS Board. Disqualification of a bidder does not eliminate this right.

J. REJECTION OF PROPOSALS

The ADHITS Board reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal if deemed in the best interest of the Arkansas Telecommunications Relay Service.

K. NEWS RELEASES

News releases pertaining to this RFP, contract award, or ATRS operations shall NOT be made without prior written approval from the ADHITS Board.

L. AWARD OF CONTRACT

Selection of the winning bidder will be made based on the sole opinion of the ADHITS Board that the proposal submitted will be the most advantageous. Final contract award is subject to the full ADHITS Board approval, which shall not be obligated to accept the lowest bid.

M. AWARD WITHOUT DISCUSSION

The ADHITS Board reserves the right to make a selection without further discussion of proposals received. Therefore, it is important that each proposal be submitted in the most complete and accurate manner possible.

N. CONTRACT DOCUMENT

After full ADHITS Board approval, the Board will require the successful bidder to sign a contract with the Board, which will include the following elements:

1. The Terms and Conditions;
2. The bidder's Proposal in response to the RFP, with amendments, if any; and
3. The RFP.

All of the above items together, including any modifications or clarifications, will constitute a complete contract.

O. CONTRACT CANCELLATION

The ADHITS Board reserves the right to cancel any contract resulting from this RFP, for cause, as will be defined in the Terms and Conditions of the final contract.

P. CONTRACT DURATION

This RFP requests a proposal for services to be offered under a three-year contract with two options to renew for one additional year, each. The terms of the option will be detailed further in the contract, and will include at least the following:

1. ADHITS must give notice of election to exercise the option not more than ten months and not less than six months prior to the expiration of the initial term or first renewal of the contract.
2. Eligibility to exercise the option will be conditioned upon two ADHITS Board findings: (a) that there has been adequate performance, including full compliance with the terms of the contract, prior to the contractor's giving of notice that it wishes to exercise the option; and (b) that no material amendments, to which the contractor declines to agree, are necessary for provision of top quality services.

Q. CONTRACT MODIFICATION

It is possible that FCC decisions, administrative, judicial or legislative decisions, or changes in technology or market conditions may make it necessary or desirable to modify the Contract. Procedures for modification will be defined in the Contract document.

R. LIMITED LIABILITY

The ADHITS Board assumes no liability in any fashion with respect to this RFP or any matters related thereto. All prospective service providers and their assigns or successors, by their participation in the RFP process, shall indemnify, save and hold the ADHITS Board and its employees and agents free and harmless from all suits, causes of action, debts, rights, judgments, claims, demands, accounts, damages, costs, losses and expenses of whatsoever kind in law or equity, known and unknown, foreseen and unforeseen, arising from or out of this RFP and/or any subsequent acts related thereto, including but not limited to the recommendation of a service provider to the ADHITS Board and any action brought by an unsuccessful prospective service provider.

S. VENUE

The laws of the State of Arkansas, U.S.A., shall govern in connection with this RFP and the formation, performance and the legal enforcement of any resulting contract.

III. ADMINISTRATIVE REQUIREMENTS

A. PROPOSAL SUBMISSION

To be considered, proposals must be received by ADHITS Board **on or before 4:30 p.m., September 26, 2003**. No proposals will be accepted after this time. Bidders mailing their proposals shall allow sufficient mail delivery time to ensure receipt of their proposal by the specified time. Seven (7) copies of the proposal are to be submitted. Proposals will not be

accepted by fax or electronic transmission. The proposal package shall be delivered or sent by certified mail to:

Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation
ATTN Kenneth Musteen, President
1220 West Sixth Street
Little Rock, AR 72201

B. LATE PROPOSALS

Late proposals will not be accepted. It is the responsibility of the bidder to insure that the proposal is received by the ADHITS Board on or before the proposal due date and time.

C. PROPRIETARY/CONFIDENTIAL INFORMATION

Any restrictions on the use or inspection of material contained within the proposal shall be clearly stated in the proposal itself. Written requests for confidentiality shall be submitted by the bidder under separate cover, with the bidder's proposal.

Proprietary/confidential information must be printed on colored paper different from the non-confidential material in the proposal and easily separated from the rest of the proposal. Proprietary information, if any, will be handled by the ADHITS Board in accordance with its standard protective agreement, which becomes Attachment B of this RFP.

D. BIDDING COMPANY

If a bidder is owned or controlled by a parent company, the name, main office address, and parent company's tax identification number shall be provided in the proposal. If a bidding company is independently owned, the name, main office address, and tax identification number of the bidding company shall be provided in the proposal.

E. DISABILITY REPRESENTATION

Bidder shall indicate experience with staff and customers who are disabled, and how such experience will affect the proposed service. A review of company performance of services to people with disabilities is requested. Explain the bidder's commitment to recruiting and hiring people with disabilities and the extent to which people with disabilities are represented in the organization's management and board of directors.

F. SUBCONTRACTORS

Planned use of subcontractors shall be clearly explained in the proposal, including terms of any subcontract. Bidders must include a copy of any proposed subcontracts with the proposal, if available. All subcontracts must comply with the bidder certification requirements in § III.M. The prime contractor shall be responsible for all contract performance whether or not

subcontractors are used. The only contact with the ADHITS Board will be the prime contractor.

G. CONTRACT MANAGEMENT

Bidder shall state how the contract will be managed to assure FCC compliance and the satisfaction of the ADHITS Board. Responsible individuals should be identified by name, title, and description of function.

H. NON-COLLUSION

The bidder affirms that: the proposed bid price has been arrived at independently without collusion, consultation or communication as to any other bidder or with any competitor; the said bid price was not disclosed by the bidder and was not knowingly discussed prior to submission, directly or indirectly, with any other bidder or with any competitor; and, no attempt was made by the bidder to induce any other person, partnership or corporation to submit or withhold a proposal for restricting competition.

I. FINANCIAL HISTORY

To allow the ADHITS Board to evaluate the financial responsibility of the bidding company, the following items shall be submitted with the proposal for the bidding company and its parent company:

1. Audited Financial Statement or 10K Report for the most recent two (2) years, including at a minimum:
 - a. statement of income and related earnings;
 - b. cash flow statement;
 - c. balance sheet; and
 - d. opinion concerning financial statements from a CPA;
2. Primary banking source letter of reference.

This financial information also is required of any subcontractor, which is expected to receive more than ten (10) percent of the value of the contract.

J. EXPERIENCE & CUSTOMER REFERENCES

The bidder shall submit a listing of all current and past contracts to provide telecommunications relay service. For each of these contracts the following information should be presented: (1) term of the contract; (2) location of the Relay Center(s) providing service; (3) current monthly

call volume, or monthly call volume at contract termination if contract is not current; and (4) name and telephone number of the contact person in the contracting entity. In addition, bidder shall list all current Relay Centers operated, the contracts served at each, and the monthly call volume at each.

K. ORAL PRESENTATION/SITE VISITS

Bidders may be asked to make oral presentations or to make their facilities available for a site inspection by the ADHITS Board. Any clarifications to a bid response resulting from these sessions will be in writing and will be incorporated in the bid response.

L. CONTRACTOR'S PERFORMANCE BOND

The Contractor will be required to furnish a performance bond equal to the total projected annual price of the first year of the contract.

M. BIDDER CERTIFICATIONS

1. Each person signing a proposal certifies that he or she is the person in the bidder's organization responsible for, or authorized to make, decisions as to the prices quoted and that he or she has not participated, and will not participate, in any action contrary to the Non-collusion requirements in § III.H.
2. Non-discrimination
 - a. During the duration of any contract awarded as a result of bids submitted under this ADHITS Board, the contractor and its subcontractors shall comply with the requirements of Arkansas' Fair Employment Practices. Arkansas' Fair Employment Practices Act now prohibits, in the absence of a bona fide occupational qualification, specified employment-related decisions and actions based upon an individual's race, color, religion, ancestry, national origin, sex, sexual orientation, place of birth, age (18 years and over), HIV status, physical or mental condition.
 - b. During the duration of any contract awarded as a result of bids submitted under this RFP, the contractor and its subcontractors shall also comply, in the provision of the services contracted for, with Arkansas' statutes. Such public accommodations now prohibit withholding or denying any accommodations, advantages, facilities or privileges of the place of public accommodation from a person based upon race, creed, color, national origin, marital status, sex, sexual orientation, real or perceived handicap unless otherwise permitted by law.
 - c. During the duration of any contract awarded as a result of bids submitted under this RFP, the contractor and its subcontractors shall also comply, in its employment practices and in the provision of services under the contract, with

all applicable Federal anti-discrimination laws, including among others Title VII of the Civil Rights Act of 1964 and the American with Disabilities Act of 1990.

- d. The contractor shall include the above nondiscrimination provisions and requirements in all subcontracts to perform work under the contract.

3. Personnel

The contractor shall not knowingly engage on a full time, part time, or other basis, except on a volunteer basis, during the period of this contract, any individual involved in preparation of this RFP, or the selection and/or award of this contract.

N. COMMENCEMENT DATE

Service must commence on January 1, 2004.

O. LOCATION OF CALL CENTER(S)

Bidder must state the location of the call center or centers that will provide service under the contract. For each center to provide service under the contract, bidder must list other states served and interstate services provided. The following information should be provided for each center:

- A brief history of the center.
- An organizational chart describing hiring practices, showing numbers and levels of employees, including number of Communication assistants employed, specifying the number that are full time employees, part time employees, or contract employees.
- Brief synopsis of experience and qualifications for each manager by title.
- Number of calls handled monthly by the center.
- Current capacity utilization.
- Expansion capability and plans.
- Performance statistics by month for the past year, including speed of answer, blocked calls, and abandoned calls.
- Complaint and commendation statistics for the past year.

P. PAYMENT

After the close of each month, the contractor will submit an invoice to the ADHITS Board for the previous month. The ADHITS Board will act expeditiously in paying the invoice.

IV. OPERATIONAL REQUIREMENTS

A. OVERVIEW

This section of the RFP lists and describes the specific operational functions that fall within the scope of telecommunications relay service. The operational functions listed here are the elements which will be evaluated as the bidder's Technical Proposal. The Technical Proposal should be presented in the same order and numbered the same as Section IV of the RFP.

B. COMPLIANCE WITH FCC REGULATIONS

The bidder must clearly state its commitment to be in full compliance with FCC regulations and describe how it will assure that any changes to FCC regulations will be implemented expeditiously at the bidder's expense.

C. SCOPE OF SERVICE

The relay service shall be designed to provide the means whereby a deaf, hard-of-hearing and/or speech disabled person, utilizing a TTY can communicate over the existing telecommunications network with a non-TTY user (and vice-versa) through the assistance of a relay service Communications Assistant (CA).

The ADHITS Board is interested in providing the most cost-effective and efficient, and highest quality, relay service possible. Each proposal shall include a comprehensive description of the methods used to satisfy the RFP requirements. All responses shall address in detail how the following will be accomplished.

1. Equipment

Furnish all necessary telecommunications equipment and software. The transmission circuits shall meet or exceed FCC inter-exchange performance standards for circuit loss and noise. It is necessary for telecommunications equipment including station terminal to be capable of receiving and transmitting in both Baudot and ASCII codes at any speed generally in use. It is also required that relay systems be capable of automatically identifying incoming TTY signals as either Baudot or ASCII. All equipment shall be compatible with industry-wide standards for TTYs.

2. System Design

The bidder shall explain the type of equipment and staffing level requirements necessary to meet the service standards and handle the types of calls and projected call volumes.

The bidder shall demonstrate its capability to adapt to improvements in communications equipment technology and to implement state of the art technology for provision of relay service.

3. ATRS Toll-Free Numbers

The bidder shall indicate how retention of current ATRS toll-free (and 711) numbers will be procured for the contract period beginning January 1, 2004.

4. Network Access

The Service will make available to consumers, intrastate, interstate, and international calling with only the cost of intrastate calls to be paid under the contract.

5. Service Reliability

The proposed relay service must be designed to meet the following reliability specifications:

a. Uninterruptible Power.

Required from a backup system for a minimum of 8 hours. The uninterruptible power system (UPS) must support the switch system and its peripherals, switch room environmental (air conditioning, fire suppression system, emergency lights and system alarms), CA consoles/terminals, CA work site emergency lights, and Call Detail Record (CDR) recording.

b. Switching System.

Bidders must outline plans to ensure that no calls are dropped due to processor failure. Bidders must explain the built-in redundancies needed to maintain required levels of service in the event of preventative maintenance, power outage, or other causes that would shut down the processor.

c. Intercept Messages.

Intercept messages as appropriate shall be provided if a system failure occurs within the relay switch or on outbound circuits. Both voice and TTY messages shall be provided.

d. Disaster Recovery Plan.

The bidder shall create and provide a complete plan for dealing with all types of natural and man-made problems. A primary requirement is to notify the

ADHITS Board immediately, if a major problem occurs. In addition, the plan should detail the steps which will be taken to deal with problems and restore relay service.

6. Service Expansion

Bidder will also show the capability of expanding services in response to increasing demand up to the maximum call levels identified in the Price Quotation in § V. Bidder shall develop and illustrate in its proposal a detailed plan of how this expansion will be accomplished. The plan shall include, but not be limited to, trunking capacity, CA work stations, personnel staffing and equipment capacity. The plan shall also indicate the time lag required to meet any increased call volume. The above plans shall be able to maintain all standards listed in the RFP. Furthermore, the service delivery procedures shall permit the most cost-effective use of available resources.

7. New Technology

The user communities, the relay center, and the DPS should be allowed to benefit from advancing technology. Bidder will describe the methodology and process it will use to keep abreast of technological changes in the provision of relay service and to install new technologies as they become available.

8. Providing Qualified staff

Each proposal shall include a plan to insure the active recruitment and hiring of people with disabilities including individuals who are deaf, hard-of-hearing, speech disabled, and deaf-blind. Emphasis shall also be given to recruiting and hiring individuals with American sign Language (ASL) and relay service experience and with experience working within the deaf, hard-of-hearing, and/or speech disabled communities. Each proposal must include:

- a. Statistics of employees with disabilities for the company as a whole and for the TRS portion of the company separately.
- b. For the center or centers which will provide services for VTRS, identification of employees, by title, who have disabilities and employees who are deaf, hard-of-hearing, or speech disabled.
- c. A hiring practices plan documenting outreach to deaf and disabled persons. ADHITS is especially interested in evidence of commitment to hiring individuals with disabilities in general, and deaf individuals in particular, for management positions.

9. Disability Awareness

All relay center staff, including management, shall receive training in ASL "gloss" and grammar, deaf culture, speech disability issues, and ethics and confidentiality. Each proposal must include an outline of a staff training plan for disability awareness, indicating training topics and time frames as well as individuals or organizations representing the deaf community used to assist with the training.

10. Voice and Hearing Carryover

Contractor must provide both voice and hearing carryover capability. Voice carryover allows a hearing impaired person with understandable speech to speak directly to a hearing person and receive the message typed back on the TTY. Speech carryover allows a speech-impaired person with hearing capability to directly hear what the other party is saying and type back his/her message, which will be spoken by the CA. Contractor must provide a designated toll-free number for voice carryover calls.

11. In-State 800/888/877 Numbers

If the center or centers serving ATRS is located outside of Arkansas, bidder will describe the technology and/or procedures that will be used to call in-state and regionally- restricted 800/888/877 numbers and to call the business offices of local telephone companies which have special prefixes identifying the call as toll-free.

12. Intrastate Toll Calls

Intrastate toll calls (those requiring a 1 to dial; does not include measured service) placed through the relay service shall be billed to the caller at one half the prevailing rate that would apply if the calls had been placed without the use of the relay. That is, rates for intrastate service shall be discounted 50 percent for all users of the relay system. Bidder must provide a complete description of billing procedures for the intrastate toll discount including a statement of what entity will carry the call, what entity will bill the call, and what entity will receive the toll revenue for the virtual call.

13. Interstate and International Calls

Access to FCC certified, Federally funded, interstate and international relay service will be provided by ATRS.

14. Access to Inter-exchange Carriers & Operator Services

ATRS users shall have access to their chosen inter-exchange carrier(s) and to all other operator services to the same extent as is provided in non-relay calling. Bidder must describe how Carrier of choice will be handled.

15. Billing Arrangements

Bidder must provide for charges for collect calls, person-to-person calls, calls to or from hotel rooms, calls using account codes, and calls charged to a third party. Bidder must also provide for billing to any inter-exchange company calling card. Bidder must include a complete description of how users will be billed for all calls and how the intrastate toll discount will be reflected on the bill. This description must include the bidder's procedures for obtaining billing information from the local exchange companies and any other company billing for intrastate calls, whether the billing will be performed in-house or contracted, specific credit cards that calls can be billed to, and a sample bill format, if available.

16. Charges for Services

Calls using the relay service shall be at no cost to the person making the call, except for applicable intrastate or interstate tolls.

17. Call Billing Record

Bidders must specify the system for identifying and documenting long distance and toll calls for billing purposes.

Bidders must also fully describe the billing system and billing process that will be used, including identification of any subcontractors, specific duties of the subcontractors, how the billing record detail will be transmitted to the billing agent (if any), how charges will appear on the end user's bill, and how confidentiality of customer identification information will be maintained.

18. Access to Local Exchange Company Enhanced Services

The bidder will explain how a relay user will be able to use, and be accurately billed for local exchange convenience services in conjunction with a relayed call. The following services should be addressed: optional calling plans, call forwarding, three-way calling, caller I.D., and last number redial. If not currently available, bidder should describe steps that will be taken to enable the service to be provided to relay users and the anticipated time frame for accomplishing these steps. This section should also address the plan for compliance of coin sent calls and the service of collect callers.

19. Use of ANI

The bidder will explain how Automatic Number Identification (ANI) technology will be utilized, so that no caller is required to give his/her originating number, except in instances where ANI information is not available from the local exchange carrier (LEC).

20. Mobile Radio, Paging, Cellular and Personal Communications Services Calls

The bidder will explain its capability for handling calls originating and terminating via mobile radio, paging, cellular and PCS, including capability for appropriate billing for each type of call.

21. Customer Preference Database

The bidder will describe how it will maintain a database, available on-line and accessible to CAs, consisting of information supplied at the request of the relay user to assist in processing their relay calls faster and more efficiently, e.g., carrier of choice, frequently dialed numbers, voice mail access codes, etc. If not currently available, bidder should describe the steps that will be taken to enable the service to be provided to relay users and the anticipated time frame for accomplishing these steps. If not currently available, bidder should indicate the additional cost of the service described over the contract price.

22. Enhanced Transmission Speed

It is desirable that the successful bidder has the ability to utilize enhanced protocol software to take advantage of faster typing speeds and interrupt capability. If not currently available, bidder should describe the steps that will be taken to make such features available, the anticipated time frame and price for accomplishing these steps. If not currently available, bidder should indicate the additional cost of the service described over the contract price.

23. Bilingual Services

Excluding Spanish, which is already required by the FCC, the bidder shall describe how it could provide full relay (not translation) services to users who have other languages as their primary language, not English or ASL. The bidder should indicate the additional cost of the service described over the contract bid price (do not include this service in the billable minute price in § V.C.a.)

D. SYSTEM STANDARDS

The underlying standard of the relay system shall be to provide users access to the telephone network which is functionally equivalent to that provided to those who are not impaired in their ability to use the telephone. To achieve that standard, the relay system must have the following characteristics.

1. Hours of Service

ATRS shall provide a consistent level of service 24 hours per day, seven days per week.

2. Usage

No restrictions shall be placed on the length or number of calls placed by customers through the relay center

3. Blockage Rate

Average daily blockage rate for all calls into the relay center shall be no greater than one in every 100 calls. This shall be measured by sampling the number of calls being blocked at a minimum of every 30 minutes for each 24-hour period.

4. Answer Time and Promptness of Service

At least 85 percent of the calls will be answered by a Communications Assistant (CA) within ten seconds. No more than 30 seconds shall elapse between receipt of dialing information and the dialing of the requested number. Calls answered but placed on hold or in queue shall not qualify as an answered call.

5. Operator Assistance

TTY users requiring operator assistance will be served by the CA answering the call. The CA will call Directory Assistance when requested by the caller.

6. Complaint Resolution and Customer Service

The Center shall provide 24-hour access to customer service personnel. These personnel should be accessible by either TTY or voice callers by direct contact, not via the relay operation. Provider shall fully describe procedures for handling complaints, inquiries, and comments regarding ATRS services and personnel. Center staff shall voluntarily offer the ADHITS Board's direct consumer complaints number when consumers indicate that they are not satisfied with Center staff response to their complaints. The procedure and number shall be described in appropriate printed outreach material.

The provider shall ensure that any caller to the relay center having a complaint will be able to reach a supervisor or administrator while still on line.

All complaints received, either at the Center or by the Outreach Manager, shall be documented, including their resolution, and a written report provided to the ADHITS Board monthly.

7. Conflict of Interest

To avoid the appearance of a conflict of interest, bidders shall demonstrate in their bids that they will operate this as an independent relay service. Bidders shall not use any information obtained from relay calls for any other services they may provide to users

of the relay system and shall not make any such information available to any third party.

8. Community Outreach

- u. The ATRS provider shall implement a full-time in-state community and business outreach program to educate all potential users about the telephone relay service throughout the state. The outreach program must include a full-time deaf or hard of hearing employee of the vendor as outreach manager, and appropriate support staff, resident in Arkansas.
- v. Each bid shall demonstrate how the bidder proposes to maintain continuing outreach and education programs, including a full description of the components of the program to be included, and a proposed budget. The program must target, including, but not limited to, deaf, hard-of-hearing, older persons newly losing their hearing, speech impaired individuals as well as family and friends. Businesses and professionals, trade shows, civic organizations, public schools and university classes are also among those who could connect more effectively with deaf and hard-of-hearing customers/clients through use of knowledge of telephone relay services.
- w. Outreach programs shall include, but not be limited to, media advertisements, demonstration of equipment and distribution of informational materials describing how to use the relay service. Written material should be understandable and appropriate to its target audience. Written materials must be developed according to Arkansas needs, rather than as an add-on to generic materials. Within 90 days of implementation of service, the vendor must have a website, which will provide the pertinent details for use and options for access to ATRS. Information such as access telephone numbers, VCO, HCO, 2LVCO, Caller profile, Credit Card calling, customer Service, should be explained in this site. The ADHITS Board will exercise the right of providing input for updates and upgrades of the Website.
- x. The bidder must provide samples of outreach materials, particularly brochures, and videos of a nature and quality comparable to what would be provided under the contract. Basic informational material should be available in alternative formats, upon request. Cost of production and dissemination will be the responsibility of the bidder.

Provider shall work with the local exchange companies to see that all telephone directories carry appropriate information about ATRS.

9. Consumer Input

Although ADHITS will maintain a Consumer Advisory Panel, bidders shall describe their plans to include ATRS users in the ongoing evaluation of the service. This could be provided through focus groups or surveys, with a minimum of one per year. The plan should explain methods for gathering consumer input on a regular basis and a description of how the recommendations from these evaluations will be incorporated into the policies and procedures of the relay center. The evaluations shall not come from those directly or indirectly involved in operating the relay center or its corporate associates. This does not preclude the provider from conducting additional internal evaluations which use relay staff. The results of any consumer evaluations or surveys shall be reported to the ADHITS Board according to the requirements specified in Section F. 2. The vendor will be expected to provide the opportunity for at least one Board member to visit the TRS Center annually to review its operation and follow up consumer issues. The vendor will bear the costs of such onsite visits.

10. Use of the term "TTY"

The term "TTY" will be used consistently in the ATRS, rather than the term "TDD," when referring to a text telephone. The term "text telephone" may also be used in descriptive material.

E. COMMUNICATION ASSISTANT STANDARDS

1. Minimum CA Qualifications

Bidders shall specify how they plan to demonstrate that CAs meet all necessary proficiency requirements. CAs shall be able to quickly and accurately type conversations. This will include but not be limited to:

- a. Basic skills in English grammar.
- b. A minimum **processing** speed consistent with the FCC-mandated minimum.
- c. Minimum spelling skills equivalent to quickly and easily spelling words comparable to a beginning college level conversation.
- d. Diction, clarity, and formality of speech at a level appropriate to communication between business professionals.
- e. Ability to understand deaf people using limited English, ability to translate typewritten ASL into English, and ability to translate limited written English to correct English. Bidders shall demonstrate how they plan to train CAs in this regard. Furthermore, bidders shall indicate at what level they consider CAs to be fully trained in this capacity.

- f. The bidder shall require all prospective Communications Assistants to take and pass a quantifiable, performance-based Relay CA Proficiency Examination. Any CA who cannot pass this examination within a three-month training period shall not be utilized as a relay CA. Bidder must submit a copy of the CA Proficiency Examination that will be used. If an exam does not currently exist, bidder must provide a detailed outline for an exam to be developed and a time frame for full development and implementation.

2. CA Training

Each bidder shall demonstrate how on-going CA training will be provided by including with its proposal an outline of a proposed CA training plan, including descriptions of required classes. The provisions for CA training shall include, but not be limited to, ASL "gloss" and grammar, deaf culture and etiquette, needs of speech disabled users, operation of relay telecommunications equipment, procedures, ethics and confidentiality, professional judgment, and Arkansas specific information such as pronunciation of town names and other conventions. Training shall include both simulated and live on-line call handling.

Appropriate portions of in-service training for CAs shall be provided by experts from the deaf and speech disabled communities in the field of language interpreting, ASL and deaf culture and speech disability. Alternatively, the contractor must demonstrate that such expertise exists on staff.

Bidders should include in the training plan provisions for ongoing CA training to refresh skills and inform and update CAs on issues and topics pertinent to the deaf, hard-of-hearing, and speech disabled communities.

Trainees should be identified to both parties at the outset of each conversation.

Training provided to Communications Assistants shall be available to a limited number of ADHITS Board staff upon request at no cost to the ADHITS Board, including cost of necessary travel to the training site, meals, and lodging. No more than five ADHITS Board staff shall be trained during the entire contract period.

3. Procedures for Relaying Communication

Full control of the relay call should rest with the caller. The caller shall have the option of instructing the CA as to what aspects and how the call will be handled. CAs must convey the full content, context and intent of the communication they translate. The key word is **intent**. Unless requested otherwise by a user, the CA shall relay all calls according to the following procedures.

- a. CAs shall identify themselves to a TTY user by number and gender at the beginning of each call and by number to a voice caller and at the end of the call. Requests by users for a CA of a particular gender shall be honored, if available.
- b. Those users who have limited written English language skills may need their calls translated into English so that hearing persons can understand the call and communication can occur. The hearing person's English must be translated back into written English at a level that the deaf person can understand. TTY users may instruct the CA to voice in standard English or word for word that which the TTY user types. Hearing users may request translation of ASL into English.
- c. CAs shall, to the best of their abilities, let the TTY user know the non-TTY user's tone of voice. For example, they can type in parentheses that a person is being rude, is yelling, is being humorous, is laughing, is impatient, or other characterizations of behavior, or any background noise that the CA hears.
- d. CAs shall also keep the user informed on the status of the call, such as dialing, ringing, busy, disconnected or on hold.
- e. The TTY user shall have the option of telling the CA what aspects of the call that he/she will handle. For example, the TTY user may request to introduce relay services to the called party, rather than have the CA do it.
- f. The CA shall type to the TTY user or verbalize to the non-TTY user all that is said when the call is first answered and at all times during the conversation, unless either party specifically requests otherwise.
- g. When the CA needs to explain relay to a hearing user, the CA shall also type "(explaining relay)" for the benefit of the TTY user. Conversely, when the CA needs to explain relay to a TTY user, the CA will inform the hearing user that the CA is explaining relay. Upon request by the user, the CA shall not announce a call as a relay call, permitting the caller to provide explanation, if any. The CA shall not indicate that the TTY user is deaf, hard-of-hearing, or speech disabled unless the TTY user requests that information to be relayed.
- h. When speaking for the TTY user, the CA shall adopt a conversational tone of voice appropriate to the type of call being made.
- i. CAs shall indicate to the TTY user if another person (hearing) comes on the line.
- j. Change of CAs during a call is discouraged and should be minimized. The bidder must describe procedures used for relieving CAs during a call, if necessary. Description should include under what conditions relief during calls

is permitted, when it is permitted during a call, and what procedures will be followed to inform the parties.

- k. When a line is busy, the CA shall redial as many times as requested.
- l. All comments directed to either party by the CA shall be relayed. These comments shall be typed in parentheses, for example, "(Will you accept a collect call?)" All comments directed to the CA by either party shall also be relayed, for example, "Yes, I'll accept the collect call."
- m. If either party uses the third person, the CA shall relay in the third person.
- n. To correct a typing error, CAs shall not backspace, but continue in a forward direction by typing "XX" (common TTY convention for error) and then typing the word correctly.
- o. CAs shall verify spelling of proper nouns, numbers and addresses that are spoken. This shall be relayed as discussed in I above.
- p. The CA will stay on the line until both parties have terminated the call. If necessary to process a complaint or compliment, the call will be transferred to a supervisor.
- q. CAs shall not counsel, advise, hold personal conversations with or interject personal opinions or additional information into any relay call. CAs shall not hold personal conversations with anyone calling ATRS even if prompted by ATRS users.
- r. Callers shall not be required to give their full names or the full name of the party they are calling. This information shall not be recorded in any form without the permission and knowledge of the caller (except for long distance billing purposes). It is understood that for some calls, having the full name would help facilitate the call. The CA may ask for that information and explain how it may facilitate their call. However, the CA shall not refuse to make a call if the caller does not wish to give full names.
- s. CAs will uniformly recognize a "speech impaired" typed by a TTY user at the beginning of a call to indicate that the user is speech impaired. Bidders shall propose procedures for fulfilling this requirement.
- t. CAs will leave or retrieve messages on answering machines or other voice processing systems. Bidders shall propose procedures for fulfilling this requirement and the procedures shall include the following:

- i. The CA will inform the caller when an answering machine has been reached and relay the answering machine message to the caller;
- ii. The CA will ask the caller if she or he wishes to leave a message;
- iii. The CA will leave the caller's message, either by voice or by TTY;
- iv. The CA will confirm to the caller that the message has been left;
- v. The caller will be charged only for one call regardless of the number of redials required to retrieve or leave a message.
- vi. The caller's direction to the CA of how he or she wants the call handled will override established procedures.

Bidders shall describe procedures for obtaining any necessary system access codes from the user and statements regarding the confidentiality of that information.

- u. The bidder will provide descriptions of the steps and a script of what the caller will experience between dialing of the last digit of the ATRS number and the CA dialing the number to be called.

4. Confidentiality of Calls

All calls shall be totally confidential which means no written or electronic script shall be kept beyond the duration of the call. CAs and supervisory personnel shall not reveal information about any call, except the minimum necessary for billing purposes, including the information below. CAs must be required to sign a pledge of confidentiality promising not to disclose the identity of any callers or any information learned during the course of relaying calls, either during the period of employment as an CA or after termination of employment.

- a. When training new CAs by the method of sharing past experience, trainers shall not reveal any of the following information:
 - i. names, genders, or ages of the parties of the call;
 - ii. originating or terminating points of the call;
 - iii. specifics of the information conveyed.
- b. CAs shall not discuss, even among themselves or their supervisors, any names or specifics of any relay call, except in instances of resolving complaints. CAs may discuss the general situation that they need assistance with in order to clarify how to process a particular type of relay call. CAs should be trained to ask questions about procedures without revealing names or specific information that will identify the caller. If a user is in an emergency or life-threatening situation or causes an emergency situation to exist by threatening

the CA or relay center, names and specific information may be disclosed by the CA to a supervisor to expeditiously address the situation.

- c. Watching or listening to actual calls by anyone other than the relay CA is prohibited except for training or monitoring purposes or other purposes specifically authorized by the ADHITS Board.
- d. Proposals shall include a copy of the policies the bidder will use to preserve confidentiality. Such policies may include protocols employees are encouraged to use to prevent unintentional disclosure of relayed conversations. A copy of the confidentiality policy shall be provided to a user upon request.
- e. A CA or supervisor who, after investigation, is found to have violated the confidentiality rules and regulations shall either be reprimanded or terminated immediately, consistent with the severity of the violation. Proposals shall specify the policy for reviewing alleged violations of confidentiality.
- f. The contractor shall be restricted to collecting only that personal information necessary to provide and bill for the relay service being rendered. This information shall not be used for any other purposes.

5. Obscenity Directed to the CA

CAs do not have to tolerate obscenity directed at them. A proposal should specify how the contractor will handle these situations. It is acceptable to transfer callers using obscenities directed at the CA to a supervisor to determine appropriate action.

6. CA Counseling

Bidders are required to provide an ongoing counseling and support program for CAs to help them deal with the emotional aspects of relaying calls. The bidder should describe this program in the proposal.

7. Staffing for Call Volume/Usage Patterns

Bidder's proposal shall describe how the bidder will plan staffing patterns in response to call volumes and usage patterns.

8. Policy and Procedures Manual

Bidders shall provide with the proposal a copy of the existing, or a comprehensive outline of a proposed, CA Policy and Procedures Manual which shall include, but not be limited to, confidentiality, handling of emergency and crisis calls, consumer complaints procedures, consequences of non-compliance to policies, and functions and roles of a communication assistant.

9. Emergencies

Bidders shall outline how they will achieve the following:

- a. A policy for handling and referring emergency calls. The policy should include provisions for the CA to help the caller find the appropriate emergency service number through Directory Assistance. The policy should indicate how the TRS will interact with Enhanced 911 to provide caller location information.
- b. An outreach/education program component (see § IV.D.9) to educate TRS users regarding the use of E-911, rather than relay, for emergency calls.

F. SERVICE PROVIDER REPORTING REQUIREMENTS

1. Traffic Reports

The provider shall report to the ADHITS Board by the 21st calendar day of the following month the following statistics for the previous month. (More frequent or more detailed reports shall also be available upon request.)

- a. Call volumes:
 - i. number of incoming calls
 - ii. number of completed calls
- b. Average blockage rate.
- c. Average answer time; range of answer times for the month.
- d. Average length of call
- e. Number of intrastate, interstate, and international calls.
- f. Number of calls originated by TTY users, voice users, and users who signify "s" (indicating that the caller is speech disabled).
- g. The bidder will submit the reporting format that will be used to provide all of the above information.
- h. The bidder must include information on its capability to provide ad hoc reports when requested.
- i. On an annual basis, the vendor must provide forecasted usage figures and costs to the ADHITS Board for the upcoming year.

2. Other Reporting Requirements

- a. The provider shall report quarterly to the ADHITS Board the results of the user evaluations conducted in accordance with § IV.D.10.
- b. The provider shall provide monthly summary reports to the ADHITS Board regarding numbers, topics, and resolution of complaints received. Copies of all individual complaint records for the month will be sent with the statistics (see § IV.D.6).

G. CONTRACT START-UP

The bidder shall describe a plan for implementing TRS by January 1, 2004. The plan should describe how the transition from the existing TRS carrier to a new contractor, if necessary, will be accomplished. The plan shall allow time as necessary to notify and educate relay users about any changes which the transition may entail, and shall describe the procedure for notifying and educating users as needed. The plan shall also include a timeline of critical dates for major steps in the implementation process from contract award to start date. There will be no separate payment to the contractor for costs associated with start-up.

H. TRANSITION TO A NEW PROVIDER

At such time as the relay service may be transferred to a new provider, bidder shall make every effort to ensure that the transfer takes place in a manner which prevents relay users from experiencing an interruption in service. The relay service and consumer service 800 or other telephone numbers shall be made available to the new provider, with the new provider paying any costs associated with the transfer.

I. UNSOLICITED FEATURES

Any additional features not described elsewhere in the RFP which the bidder would like to propose should be fully described indicating how the feature would work, how it would improve the system, which users would benefit from the feature, and any other information which would allow evaluation of the feature. Video Relay Interpreting is one such feature. The bidder will provide a supplemental price quote for the costs of Video Relay Interpreting. Bidder will also provide a quote/plan for handling of customers with caller ID enhancements that will allow identification of the initiating caller's number.

V. PRICE PROPOSAL

A. PRICING

Prices in response to this RFP and ultimate reimbursement to the contractor will be based on a price per completed call minute, or "billable minute." A billable minute shall be defined as the

entire time a call is connected to the CA. A billable minute does not include time in queue (call is ringing, waiting for a live answer).

Bidders will complete the attached Price Quotation sheet, indicating a price per billable minute for the listed call volume ranges for each of the five possible contract years.

B. START-UP EXPENSES

The ADHITS Board will not pay any lump sum for start-up expenses or expenses incurred in the preparation of the bid proposal.

C. PRICE QUOTATION

All bidders are expected to fill out the enclosed Price Quotation Per Billable Minute sheet completely. All prices contained in the sheets shall be binding on the bidders and are not negotiable. Any pricing proposal that is incomplete or contains significant inconsistencies or inaccuracies may be rejected. No deviations, qualifications, or counter offers will be accepted. The ADHITS Board reserves the right to reject all bids.

D. TRAFFIC INFORMATION

Attachment C provides the historical traffic information necessary for the bidder to provide the appropriate pricing.

VI. BIDDER RESPONSE REQUIREMENTS

A. FORMAT

In response to this RFP, each bidder is required to submit a proposal organized into seven clearly identified sections in the following order:

- A. Transmittal letter
- B. Checklist & certifications (form provided)
- C. Index
- D. Technical proposal
- E. Price proposal (form provided)
- F. Attachments
- G. Protective agreement (optional)

Seven (7) copies of the completed proposal should be submitted. One should be clearly labeled "Master" and contain all original signatures. Proposals should be submitted in three ring binders.

Each page of the proposal should be numbered consecutively with the transmittal letter as Page One.

In the top or bottom margin of each page, the company name should be identified.

Proprietary material should be printed on colored paper different from the non-proprietary material.

B. TRANSMITTAL LETTER

The transmittal letter should state that the response to the RFP represents a binding offer and that the bidder intends to comply with all requirements of the RFP. Such positive statements notwithstanding, if in the body of the proposal, the bidder indicates either lack of response or technical non-compliance with the RFP, the bid may be rejected. The transmittal letter should be signed by the bidder or an officer of the bidder legally authorized to execute contractual obligations (see also § II.F).

C. CHECKLIST AND CERTIFICATIONS

The transmittal letter should be followed in the proposal by the checklist and certifications. Each item in the checklist must be initialed by the person who signed the transmittal letter, indicating that the item has been included in the proposal and accurately represents company information or commitments. Each certification must also be initialed. A bid contact person should be designated on this form.

Certification of four specific forms of non-collusion is required:

1. In certification 1, the bidder warrants that no person or selling agency has been employed or retained to solicit or secure the proposed contract based upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee.
2. In certification 2, the bidder warrants that except for proposed subcontracts or a joint proposal, the prices proposed have been arrived at independently without consultation, communication, or agreement with any other bidder or competitor for this procurement.
3. In certification 3, the bidder warrants that unless otherwise required by law, the prices submitted have not knowingly been disclosed by the bidder directly or indirectly to any other bidder or to any competitor, nor will they be disclosed prior to the award of the contract.

4. In certification 4, the bidder warrants that no attempt has been or will be made by the bidder to induce any other person or firm to submit or withhold a proposal for the purpose of restricting competition.

D. INDEX

The index shall identify the page number on which each element of the proposal is contained. Items in the checklist must be indexed as a block in the same order as they appeared in the checklist. Any other items to be indexed should appear in the index either before or after the checklist block.

E. TECHNICAL PROPOSAL

The technical proposal shall present a full and complete description of how the bidder will carry out the requirements set forth in § IV, covered in sufficient detail for complete understanding and evaluation.

F. PRICE PROPOSAL

The provided "Price Quotation" forms are self-explanatory (see § V). The bid prices are fixed for the term of the contract. Estimates will not be accepted. Payments will be based upon contracted services actually performed in accordance with the prices bid in the price proposal.

G. ATTACHMENTS

The documents which must be included with the proposal as attachments are identified in the checklist.

ATTACHMENT A

ARKANSAS TELECOMMUNICATIONS RELAY SERVICE PROPOSAL

CERTIFICATION

All bidders are required to provide a response to every item on this form. Failure to do so may result in rejection of the proposal as nonconforming. Each response requires the initials (not a check mark) of the corporate principal (authorized to commit the company to the work proposed) signing this transmittal form and other proposed documents requiring signature.

A. REQUIRED CERTIFICATIONS:

1. I certify that no "finder's fee" has been paid to an individual or agency.
2. I certify that bid prices were arrived at without consultation with other bidders.
3. I certify that bid prices have not been knowingly disclosed.
4. I certify that no attempt has been made to suppress competition for this RFP

CERTIFICATION

Signature

Name

Title

Date

ATTACHMENT B

PROPOSAL CHECKLIST

All bidders are required to respond to the checklist to assure that all items of the RFP are addressed. Each item requires the initials of the corporate principal of the bidder designated to commit the company to the contractual agreement.

Initial on the lines below

1. Proposal Narrative _____
 2. Technical Proposal _____
 3. Price Proposal _____
 4. Required Bond/Security _____
 5. Attachments _____
-
- Financial History _____
 - Customer References _____
 - Disability/Minority, etc. _____
 - Certificate of insurance _____
 - Network Design _____
 - Disaster Recovery Plan _____
 - Recruitment/hiring _____
 - Organization chart _____
 - Disability awareness _____
 - Complaint Resolution _____
 - Community Outreach _____
 - CA Proficiency Exam _____
 - CA Training Plan _____
 - CA counseling _____
 - Confidentiality Policy _____
 - Consumer Input _____
 - Policy and Procedures _____
 - Facility and Personnel _____

ATTACHMENT C
CALL VOLUME AND MINUTES

ATTACHMENT D
TERMS AND CONDITIONS

1. PURPOSE

The purpose of this Agreement is to state the terms and conditions under which, _____, a _____ corporation (hereinafter called the "Contractor"), will provide a state-wide, dual-party relay service (known as the Arkansas Telecommunications Relay Service, hereinafter called "ATRS") through which hearing-impaired and speech-impaired persons are provided with access to the telecommunications network in Arkansas functionally equivalent to that provided to other telecommunications customers.

2. TERM OF AGREEMENT

This Agreement is effective upon signing by the Contractor and Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation ("ADHITS"). The term of this Agreement shall be from January 1, 2004 through December 31, 2006, unless earlier terminated by ADHITS in accordance with the termination provisions contained in Paragraphs 21 and 22 herein. ADHITS shall have the option to extend this Agreement for up to two years as further set forth in ADHITS' Request for Proposals ("RFP").

3. PROJECT MANAGERS

The Project Manager for the Contractor shall be

[name, address, telephone].

The Project Manager for ADHITS shall be

Kenneth Musteen
ADHITS
1220 West Sixth Street
Little Rock, AR 72201
(501) 375-0086

ADHITS may change its Project Manager at any time upon written notice to Contractor. The Contractor's Project Manager shall not be changed without the written approval of ADHITS' Project Manager.

All correspondence and transmittals of formal notifications concerning this Agreement shall be addressed to the two Project Managers. The Project Managers shall handle all communications in a timely and cooperative manner. All formal notices shall be deemed to be delivered five days after mailing by

registered or certified mail, return receipt requested. A change in address shall be noticed in the same manner.

4. SCOPE OF WORK

The Contractor shall establish and implement the ATRS in accordance with ADHITS' RFP (attached hereto as Exhibit A) as modified by the Contractor's proposal, including written responses to ADHITS questions (attached hereto as Exhibit B and hereinafter referred to as "Contractor's Proposal"), each of which is made a part hereof for all purposes.

Beginning January 1, 2004, and lasting for the term of this Agreement, the Contractor shall be the exclusive provider of ATRS within the State of Arkansas.

The Contractor shall retain management control of the relay service center(s).

To accomplish the objectives, ADHITS and the Contractor will coordinate and consult on an ongoing basis concerning such matters as, but not limited to, CA proficiencies and training, quality of service and call handling procedures. The Contractor agrees to implement any reasonable recommendations proposed by ADHITS after such recommendations and costs have been approved by ADHITS' Board. When approved, the costs incurred by the Contractor in implementation of any such recommendations are eligible for reimbursement in accordance with the Compensation provisions of Paragraph 6.

5. SCHEDULING AND COMPLETION OF WORK

The Contractor shall initiate the ATRS on a statewide basis effective January 1, 2004. State-wide implementation of the ATRS shall be achieved when the Contractor's relay service center(s) (is) (are,) able to receive and process calls in the manner set forth in the RFP from all parts of the State of Arkansas.

Time is of the essence in the Agreement and, accordingly, all time limits shall be strictly construed and strictly enforced. The Contractor's failure to meet a deadline imposed hereunder shall be considered a material and significant breach of this Agreement and shall entitle ADHITS to any and all liquidated damages set forth in Paragraph 24.

The Contractor shall submit to ADHITS a detailed work plan including time lines consistent with the service start-up plan included in the Contractor's proposal and the RFP which details the establishment and implementation of the state-wide ATRS and the associated time frames. The Contractor shall submit the work plan to ADHITS no later than _____.

ADHITS shall review the Contractor's work plan and authorize its implementation on a mutually agreed to service start date, no later than January 1, 2004. Approval by ADHITS of the Contractor's work plan shall in no way

relieve or release the Contractor from any other obligations to properly perform and complete the establishment and implementation of the ATRS in accordance with this Agreement.

6. COMPENSATION

The Contractor shall be reimbursed for invoices submitted based on actual monthly call volume billed at the appropriate per unit price bid as set forth in Contractor's Response to the RFP plus any ADHITS-ordered cost items categorized as "Desirable" plus any additional cost items approved by ADHITS.

ADHITS will not compensate the Contractor for any costs incurred to start up or terminate the operation of the ATRS outside of the bid per unit price referred to above.

7. INVOICES AND PAYMENTS

Original, signed invoices shall be submitted monthly in accordance with §III.P of the RFP to the Project Manager of ADHITS.

ADHITS shall assure that all invoices are processed in a timely manner.

8. RECORDS MAINTENANCE

The Contractor shall maintain a complete file of all records, documents, communications, and other materials which pertain to the operation of the program/project or the delivery of services under this Agreement. Such files shall be sufficient to properly reflect all direct and indirect costs of labor, materials, equipment, supplies and services, and other costs of whatever nature for which contract payment(s) is made. These records shall be maintained according to generally accepted accounting principles and shall be easily separable from other Contractor records.

9. RECORDS RETENTION AND AVAILABILITY

All such records, documents, communications, and other materials shall be the property of ADHITS and shall be maintained by the Contractor in a central location and custodian, in behalf of ADHITS, for a period of three (3) years from the date of final payment under this Agreement, or for such further period as may be necessary to resolve any matters which may be pending, or until an audit has been completed with the following qualifications: If an audit by or on behalf of any duly authorized governmental agency of the State of Arkansas has begun but is not completed at the end of the three (3) year period, or if audit findings have not been resolved after a three (3) year period, the materials shall be retained until the resolution to ADHITS' satisfaction of the audit findings.

10. AUDITS AND INSPECTIONS

The Contractor authorizes ADHITS to perform audits and/or inspections of its record at ADHITS' expense at any reasonable time during the term of this

Agreement and for a period of three (3) years following the date of final payment under this Agreement to assure compliance with its terms and/or to evaluate the Contractor's performance hereunder. Should any such audit or inspection establish noncompliance with this Agreement, either in the manner in which call minutes are accounted for or in that which they are billed, which caused a monthly invoice to be overstated by 2%, Contractor shall promptly reimburse ADHITS all costs of such audit or inspection.

11. PERFORMANCE MONITORING

The Contractor shall permit ADHITS and any other duly authorized agent or governmental agency to monitor, at Contractor's expense, all activities conducted by the Contractor pursuant to the terms of this Agreement. As the monitoring agency may in its sole discretion deem necessary or appropriate, such monitoring may consist of evaluation of internal operating and management procedures, examination of program data, special analyses, on-site checking, or any other reasonable procedures.

ADHITS may observe and utilize the Contractor's technique for assuring the accuracy of relayed communications, CA procedures, training procedures, office procedures and testing procedures. ADHITS may not monitor the relay of actual conversation without the approval of both parties to the conversation. ADHITS may arrange for calls to test the accuracy of relayed communications or other factors relating to full and equal access without the permission of the Contractor or the CA involved. Such calls will not be identified as test or monitoring calls.

All monitoring shall be performed in a manner that will not unduly interfere with provision of services by contractor hereunder. However, since ATRS is to be a 24 hour, 7 days a week service, the monitoring may occur at any time. Duly authorized agents of ADHITS shall have the right to make on-the-spot checks at any time without any warning. The Contractor shall make provisions to allow agents of ADHITS this capability.

The fact that such monitoring is undertaken shall in no way relieve or release Contractor from its obligation to properly perform its duties in accordance with this Agreement nor from Contractor's full responsibility for damages or loss caused by Contractor, its subcontractors, employees or agents. The Contractor obligations referenced under this paragraph shall be continual and shall not be affected by ADHITS acceptance of invoices. ADHITS shall not be required to request any changes based on the monitoring undertaken pursuant to this Paragraph 11.

12. PERFORMANCE BOND

The Contractor shall furnish to ADHITS a performance bond (in accordance with §III.L of the RFP) as security for faithful and timely performance under this Agreement. The bond shall become effective no later than ten (10) calendar days

after the APSC approves this Agreement. The bond shall remain in effect until the latter of one hundred eighty (180) calendar days after termination of this Agreement or resolution of any disputes as to Contractor's performance hereunder.

The bond shall be in the form prescribed by law or regulation and shall be executed by a surety approved by ADHITS.

If the surety of any bond furnished by the Contractor is declared bankrupt or becomes insolvent or such surety's right to do business is terminated, the Contractor shall thereafter, within five (5) calendar days, substitute another bond and surety both of which must be acceptable to ADHITS.

13. SUBCONTRACTS

Except for subcontracts identified in the Contractor's Proposal, Contractor shall submit any proposed subcontracts to ADHITS for its written approval before entering into the same. No work shall be subcontracted without the prior approval of the Project Manager for ADHITS. Upon the termination of any subcontract, ADHITS shall be notified immediately.

14. RELATIONSHIP WITH CONTRACTOR AND SUBCONTRACTOR

The Contractor shall be responsible for all actions of subcontractors and all payment to subcontractors. Failure of a subcontractor to perform for any reason shall not relieve the Contractor of the responsibility for competent and timely performance of all duties under this Agreement. ADHITS will not deal with subcontractors except through Contractor's Project Manager. All agreements with subcontractors shall provide that the subcontractor's sole remedy for non-payment by Contractor under subcontracts shall be against Contractor, and not result in liens or claims of any sort against ADHITS.

All requests for changes of work within this Agreement shall be in writing between the Project Manager for ADHITS and the Project Manager for the Contractor.

15. ASSIGNMENT

Except for the subcontractors identified in the Contractor's Proposal, the Contractor may not transfer by assignment, subcontract, or novation its obligation to perform under this Agreement or any part thereof, unless the prior written approval of ADHITS as to each assignment or subcontract has been secured.

The Contractor may not, without prior written consent of ADHITS, assign any right that it may have under this Agreement; consent may be given or withheld in the sole discretion of ADHITS, provided that such assignment is expressly made subject to all defenses, setoffs or counter claims which would be available to ADHITS against the Contractor in the absence of such assignment. Such

assignment must be in writing and delivered to ADHITS not less than fourteen (14) calendar days prior to the rendering of any invoice, or simultaneously with the rendering of any invoice and attached conspicuously to said invoice.

ADHITS' consent to one or more assignment(s) or subcontractors hereunder shall not constitute a waiver or diminution of ADHITS' absolute right to consent to each and every subsequent assignment or subcontractor.

In the event of any subcontract hereunder to which ADHITS has consented, each such subcontract shall contain a provision that further assignments shall not be made to any third or subsequent tier subcontractor without additional written consent of ADHITS.

16. INSURANCE COVERAGE

The Contractor shall provide insurance coverage for itself and all of its employees used in connection with performance of services under this Agreement, and insure that all subcontractors shall be similarly covered. Such policies shall be issued by a financially sound carrier and/or carriers and shall be subject to the reasonable approval of ADHITS. Copies of certificates of insurance naming ADHITS as an additional insured shall be provided to ADHITS. Such insurance coverage shall hold ADHITS harmless from all claims of bodily injury, including death, and property damage, including loss of use, by Contractor, its employees, agents or subcontractors and their employees. This insurance will include Workers' Compensation as required by law; comprehensive general liability and bodily injury insurance in amounts that are commercially reasonable under the given circumstances.

17. REGULATORY AUTHORITY

The Contractor assumes responsibility for compliance with all regulatory requirements, as well as all other applicable laws, ordinances, rules and regulations of federal, state and municipal governments or agencies thereof and shall be liable for any damages caused by an violations thereof.

18. CONFLICT OF INTEREST

The Contractor warrants that neither it nor its subsidiaries are currently engaged in any relationship which could result in a conflict of interest in the performance of this Agreement. The Contractor further agrees to refrain from entering into any such relationship, and to notify the Project Manager for ADHITS promptly of any potential conflict of interest for itself or its subcontractors. ADHITS may exercise its option to terminate this Agreement if a conflict is found.

19. INCORPORATION OF REPRESENTATIONS AND WARRANTIES;
FURTHER REPRESENTATIONS AND WARRANTIES

This Agreement expressly incorporates Contractor's representations, certifications and warranties in Exhibits A and B and in other provisions of this Agreement. Contractor further represents and warrants:

- a. Contractor is a corporation duly organized, validly existing in good standing under the laws of the State of _____. Contractor has all necessary power and authority under applicable corporate law and its organizational documents to own or lease its properties and to carry on its business as it is presently conducted.
- b. Contractor has full corporate power and authority to execute, deliver and perform this Agreement. The execution and delivery of this Agreement and performance under this Agreement have been duly and validly authorized by all necessary corporate action on the part of the Contractor. This Agreement has been duly executed and delivered and attested to by duly authorized officers of Contractor and is a valid and binding agreement, enforceable against Contractor in accordance with its terms.

20. GENERAL INDEMNIFICATION; SPECIFIC INDEMNIFICATION REGARDING PATENT AND COPYRIGHT INFORMATION; NOTICES OF PROCEEDINGS

The Contractor agrees to indemnify, defend and hold harmless ADHITS and its officers, agents and employees from any and all claims and losses arising from or relating to any and all contractors, subcontractors, materialmen, laborers and any other persons, firms or corporations furnishing or supplying work, services, materials or supplies in connection with the performance of this Contract, and from any and all claims and losses arising from or relating to any person, firm or corporation that may be injured or damaged by the Contractor in performance of this Agreement.

The Contractor, at its expense, will defend any claim or suit which may be brought against ADHITS for infringement of United States patents or copyrights arising from the Contractor's or ATRS's use of any equipment, materials, or information acquired, prepared, or developed by the Contractor in connection with the performance of this Agreement, and, in any suit, will satisfy any final judgment for such infringement. ADHITS will give the Contractor written notice of such claim or suit and full right and opportunity to conduct the defense thereof, together with full information and all reasonable cooperation. ADHITS may participate in the defense of such action, but no costs or expenses shall be incurred for the account of either party by the other without the other party's written consent.

Contractor shall promptly notify ADHITS in the event that the Contractor learns of any litigation in which it or ADHITS is a party defendant in a case which involves services provided under this Contract. Contractor, within five (5)

calendar days after being served with a summons, complaint or other pleading which has been filed in any federal or state court or any administrative agency, shall deliver copies of such document(s) to ADHITS. The term "litigation" includes an assignment for the benefit of creditors, and bankruptcy, reorganization and/or foreclosure filings.

21. TERMINATION FOR CAUSE

ADHITS may terminate this Agreement with cause upon written notice to the Contractor. After receiving written notice of said cause, the Contractor shall have forty-five (45) calendar days to cure said cause, except in the case of bankruptcy or insolvency in which case the 45-day period shall not be applicable. If it is impossible for the Contractor to cure said cause within forty-five (45) calendar days, it will be sufficient for the Contractor to show that it is taking all reasonable steps to cure said cause in an expeditious manner. If the Contractor fails to cure said cause to the reasonable satisfaction of ADHITS within such time, then ADHITS shall so notify the Contractor by written notice.

For purposes of this Agreement, cause shall be defined to include, but shall not be limited to, such actions as: failure to establish the ATRS in accordance with the terms of this Agreement; gross mismanagement, fraud, wanton and material negligence; being adjudicated a voluntary or involuntary bankrupt, or otherwise becoming insolvent; any substantial violation of any laws, ordinances, rules or regulation, of any federal, state, or municipal governmental authorities; and any major breach of the Contractor's agreement to comply with professional standards and practices relating to the ATRS.

In the event that this Agreement is terminated for cause, the Contractor shall forfeit all compensation to be paid to the Contractor under the terms of this Agreement. The Contractor shall not be entitled to any termination costs. In addition to these remedies, ADHITS shall retain the right to seek any and all additional rights and remedies afforded by law.

22. TERMINATION AT ADHITS' OPTION

ADHITS may at its option terminate this contract at any time upon giving ninety (90) calendar days notice in writing to the Contractor. In such event, the Contractor agrees to use all reasonable efforts to mitigate its expenses and obligations hereunder. In such event, ADHITS shall pay the Contractor for all satisfactory services and for all expenses incurred by the Contractor prior to said termination which are not included in charges for service rendered prior to termination and which could not by reasonable efforts by the Contractor have been avoided. The Contractor shall not be entitled to any termination costs.

23. FORCE MAJEURE

Neither ADHITS nor the Contractor shall be considered in default in the performance of its obligations under this Agreement to the extent that the

performance of such obligations is prevented or delayed by any cause beyond the reasonable control of the affected party which such party could not, by due diligence, have avoided. Such causes, including but not limited to, acts of God, acts of governmental authority, floods, explosions and riots, shall not relieve the affected party of liability in the event of its failure to use diligence to remedy the situation and remove the cause in an adequate manner and with all reasonable dispatch and to give notice and full particulars of the same in writing to the other parties as soon as possible after the occurrence of the cause that prevented or delayed performance of obligations.

24. LIQUIDATED DAMAGES FOR FAILURE TO MEET PERFORMANCE REQUIREMENTS

THE PARTIES ACKNOWLEDGE THAT IN THE EVENT OF A FAILURE BY THE CONTRACTOR TO MEET THE PERFORMANCE REQUIREMENTS LISTED IN THE RFP (EXHIBIT A), DAMAGE SHALL BE SUSTAINED BY ADHITS AND THAT IT IS AND WILL BE IMPRACTICAL AND EXTREMELY DIFFICULT TO ASCERTAIN AND DETERMINE THE ACTUAL DAMAGES WHICH ADHITS WILL SUSTAIN IN THE EVENT OF AND BY REASONS OF SUCH FAILURE; AND THE CONTRACTOR THEREFORE AGREES THAT IT WILL PAY ADHITS FOR SUCH FAILURES, AT THE SOLE DISCRETION OF ADHITS, THE AMOUNTS SET FORTH BELOW.

THE SOLE PURPOSE OF LIQUIDATED DAMAGES IS TO ASSURE ADHERENCE TO THE PERFORMANCE REQUIREMENTS IN THE CONTRACT. THE LIQUIDATED DAMAGES AMOUNTS SET FORTH BELOW HAVE BEEN AGREED UPON BY THE PARTIES, AFTER NEGOTIATION, AS A REASONABLE ESTIMATE OF DAMAGES. NO PUNITIVE INTENTION IS INHERENT. WRITTEN NOTIFICATION OF EACH FAILURE TO MEET A PERFORMANCE REQUIREMENT WILL BE GIVEN BY ADHITS TO THE CONTRACTOR. IN THE EVENT THE CONTRACTOR HAS NOT MET THE PERFORMANCE REQUIREMENTS BY THE DUE DATE, LIQUIDATED DAMAGES MAY BE IMPOSED RETROACTIVELY TO SUCH DATE.

- a. Full Service Start Date. The Contractor shall commence full ATRS operations upon the mutually agreed service start date no later than January 1, 2004.

Liquidated damages are \$20,000 per day for each calendar day from the date the ATRS was due to start operations.

- b. Operating Parameters
 - i. Excessive Call Blockage. The requirement is that no more than a daily average of 1% of calls shall receive a busy signal.

Liquidated damages are \$2,000 per day for each calendar day the busy signal requirement is not met.

- ii. Excessive Time to Answer Calls. The requirement is that calls be answered in a daily average of seven (7) seconds, with a standard deviation of 3.0 seconds, to assure that 85% of calls are answered within 10 seconds.

Liquidated damages are \$2,000 per day for days in which calls were not being answered within the required average number of seconds.

- iii. Service Outage. Any service outage exceeding four (4) hours in length within a 24-hour period will subject the service provider to liquidated damages equivalent to an average of one day's (24 hours) billing in the prior calendar month for the service. "Service outage" shall be defined as any interruption of the ATRS operations and/or inaccessibility by any of its potential users.

c. Monthly Reports

The Contractor shall provide to ADHITS twenty-one (21) calendar days after the end of the month.

Liquidated damages are \$200 per day for each calendar day the reports are overdue.

Initials of parties: _____

25. COLLECTION OF DAMAGES (ACTUAL AND LIQUIDATED)

Amounts due ADHITS as actual or liquidated damages may be deducted by ADHITS from any money payable to the Contractor pursuant to the Agreement or otherwise as a debt due to ADHITS. ADHITS shall notify the Contractor in writing of any claim for actual or liquidated damages pursuant to this provision at least ten (10) calendar days prior to the date ADHITS deducts such sums from money payable to the Contractor.

Initials of parties: _____

26. SEVERABILITY

During any period in which any provision of this Agreement shall be held unlawful or otherwise unenforceable, such provision shall be severed and deemed deleted, and the remainder of this Agreement shall continue in full force and effect as if such provision had never existed.

27. HEADINGS

The headings used in this Agreement are for convenience of reference and are not intended to limit or define the text of any paragraph herein. Such text shall control the headings in case of any inconsistency.

28. GOVERNING LAW

This Agreement shall be governed by the laws of the State of Arkansas as applied to contracts formed and wholly performed in Arkansas, and enforced in and by the courts in the State of Arkansas.

29. WAIVER

Waiver, whether formal or constructive, by ADHITS of strict performance of any provision of this Agreement in any specific instance shall not be deemed a waiver of, nor shall it prejudice ADHITS' right to require strict performance of the same provision or any other provision in the future.

30. TAXES, FEES AND LICENSES

All sales, property, excise and other federal, state and local taxes, licenses or fees, if any, resulting from this Agreement shall be paid by Contractor.

31. TRANSITION TO NEW VENDOR

At the conclusion of the term of this Agreement, the Contractor agrees to cooperate with any new vendor for the service and to provide assistance to facilitate the transition of the service to the new vendor. Specifically, Contractor agrees, if requested, to continue to provide service for up to 90 days following the termination of the initial or any renewal period, on the same terms and conditions until the new vendor can commence service.

32. MODIFICATIONS TO AGREEMENT

ADHITS may request, at its sole discretion and by written notice, that certain changes be made to the general scope of work without invalidating this Agreement. No changes in the scope of work shall be made by the Contractor without the prior written approval of ADHITS.

Upon receipt of any such written request from ADHITS for a change to the general scope of work, the Contractor at Contractor's expense shall within a reasonable time thereafter, submit to ADHITS a detailed written estimate of the required price and schedule adjustment to this Agreement. ADHITS will approve the modification and the costs associated with such work prior to the time the Contractor begins such work.

This Agreement and all obligations hereunder are subject to all applicable laws, rules, obligations and orders or ruling of any authorized court, agency or commission of federal or Arkansas government. This Agreement is subject to changes or modifications that may from time to time be directed by the Federal

Communications Commission or the State of Arkansas. Any such changes or modifications shall be subject to the procedure set forth in this Agreement.

33. CONFLICTING DOCUMENTS

To the extent, if any, that this Agreement conflicts with the RFP and/or Contractor's Proposal, this Agreement shall take precedence and control. To the extent, if any, that the RFP and Contractor's Proposal conflict, Contractor's Proposal shall take precedence and control.

34. ENTIRE AGREEMENT; COUNTERPARTS

This Agreement, incorporating Exhibits A and B, constitutes the entire Agreement between the parties hereto. No other Agreement, statement, or promise relating to the subject matter of this Agreement which is contained herein shall be valid or binding. No changes, alternatives or modifications hereto shall be effective unless in writing and signed by a representative of each party authorized to bind said party. This Agreement may be executed in several counterparts, each of which will be deemed an original and all of which shall constitute one and the same instrument.

Executed this _____ day of _____, 2003.

Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation

For the Contractor:

Appendix W: Copy of Phone Bill with Surcharge Rate

Plans and Services

Monthly Service - Aug 21 thru Sep 20

1 Basic Local Service-Residence	\$3.45
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Surcharges and Other Fees

2 Federal Subscriber Line Charge	\$.66
3 911 Service Fee	1.07
4 Federal Universal Service Fee	.63
5 AR Relay Service & Equip Fund	.07
6 AR Universal Service Fee	.50
7 Special Municipal Charge	1.61